

## WorkOne Operations

**Co-Leads: Nancy Davisson (DWD) and Deb Waymire (Region 4)**

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### Responsibilities:

- Review DWD Policies 2013-10 (Jobs for Hoosiers Act);  
DWD Policy 2010-13 Change 1 (WorkOne Customer Flow);
- Plan for Integration of core and required partners into the centers

- Priority of service 134(a)(3)(E)
- Required activities 134(c)
- Resources for UI claimants 305(b)
- Consumer choice 134(a)(3)(F)
- Facilitating connections among intake and case management information systems of the partner programs and use of technology to provide access in remote areas 107(d)(7)
- Meeting the needs of individuals with disabilities
- Other issues identified by the group.

**Updates:**

Operations Workgroup Meeting Minutes  
January 29, 2015

Attendance:

Nancy Davisson, Deb Waymire, Bonnie Maxey, Rene Reshkus, Richard Rampley, Karen Green, Karen Bailey, Jeff Russel, Jackie James, Kay Johnson, Shelley McClintock, Theresa Koleszar, Robyn Minton, Krystal Levi, Ron Harrison, Tom Horstman.

Absent: Marilyn Pitzulo & Nicholas Elliott

- Introductions of all members
- Request Note taker- Jeff Russell volunteered
- Reviewed Workgroup responsibilities
  - Look at Procedures of all partners and how to blend with WIOA changes
    - Wanting to create guidance to how to change your procedural manuals in centers to encourage more consistency and align with changes
    - How does the virtual concept work in this process?
      - Basically we need to ensure we give everyone a chance to access the tools no matter how they prefer it.
  - Big Themes
    - Service those most in need
    - Serving those with disabilities
    - Improved system integration
      - Adult Ed, VR, WIOA, State of Indiana
    - Credential attainment linked to in-demand jobs

- Big Opportunities
  - More options beside ITA's
  - Earn and Learn and Transitional jobs can be funded
  - 20% of funds can be spent on incumbent workers
- Big Changes
  - New performance measures
  - Prititizing services to Youth
- WorkOne system
  - Core Partners
    - WIOA, WP, Adult Ed, VR, TANF
  - Requires dedicated Business Services Liaison for Adult/Dislocated workers
  - WorkOne Operator is selected through a competitive process
- Service Deliver
  - Eliminates sequences of services
  - Combines WIA "core" and "intensive" services into Career Services
  - New Requirements
    - Business/Employer engagement as Career Services
    - Emphasis on Career Pathways
    - Provision of labor market information
  - IEP (IDP,ACP) – now requires career pathway
  - Exit changes...Could change to 30 days of no service from 90 days
- Common Performance
  - Consider performance measurements will be the responsibility for all of the agencies/partners.
- Resources to review:
  - DWD's WIOA website has resources and links to guidance from DOL located on DWD's website
  - Timelines for WIOA implementation
  - Most of what we will focus on is Section 134 of the Act
  - Review the Indiana Career Counsel System Alignment plan
- How does service delivery change under WIOA?
  - Review DWD Policies 2013-10 (Jobs for Hoosiers Act); DWD Policy 2010-13 Change 1 (Customer Flow)
  - Plan for Integration of core and required partners into the centers
    - How do we integrate the activities of all core partners?
  - Priority of Service 134(a)(3)(E)
    - How does this pertain to the operational policies and changes
  - Required activities 134(C)

- Resources for UI Claimants 305(b)
  - How do we serve UI clients now that the push is more hands on
  - What does providing additional service mean?
- Consumer choice 134 (a)(3)(F)
  - Related to ITA's and VR Programs
- Facilitating connections among intake and case management information systems of the partner programs and use of technology to provide access in remote areas 107(d)(7)
  - Recommendations on the systems to use
  - DO we pursue more virtual onestop connections
- Meeting the needs of individuals with disabilities
  - How does this impact how you deliver services in a OneStop
- Other issues identified by the group
- Review current policies and WIOA legislation WIOA
- Identify sub groups Area/responsibilities
  - Who will be the members of each group and who are the leads for each subgroup?
  - How do we attack the division of the subgroups?
    - Is it best to keep the set up below or look at a different method?
    - How do we integrate everything together
      - Is everyone a part of the "Teams" in the offices.
        - Can VR staff be a part of the team in the WorkOne? How would it look?
      - How do we provide the atmosphere to help the consumers through our partnerships?
- Subgroups:
  - Report out in 2 to 3 weeks and get together in 1 month.
    - Meeting on March 4<sup>th</sup> on Webinar
    - Sub-group reports due on February 26<sup>th</sup>.
  - **Subgroup 1 – Meeting February 13<sup>th</sup> from 1-3, February 19<sup>th</sup> from 1-3 as a backup/conference call**
    - Lead – Rene Reshkus, Nicholas Elliott, Shellie McClintock, Tom Hortsman, Krystal Levi, Janet Reed for VR
    - Review DWD Policy 2013-10 (Jobs for Hoosiers Act), REA, WPRS
      - How are these programs integrated into operations
    - Provisions of information and assistance regarding filing of UI – 134 (c)(2)(A)(x)
  - **Subgroup 2 – February 11 at 11:30 EST Webinar/Conference call, 2-18 conference call at 3:30 EST**
    - Lead - Robyn Minton, Ron Harrison, Krystal Levi, Richard Rampley, Robyn Minton, Nicholas Elliott, Bonnie Maxey, Kay Johnson, Karen Green, Kim Dequis for VR.
    - Review DWD policy 2010-13 (Customer Flow) for WIOA changes
    - Integration of core and required partners in WorkOne system

- **Subgroup 3 – February 17<sup>th</sup> from 10-12 EST**

# WIOA Operations Implementation

## Sub- Workgroup Categories

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- Lead - Jeff Russell for VR, Richard Rampley, Shellie McClintock, Rene Reshkus
- Priority of Service 134(c)(2)(E)
- Consumer choice page 39 & 134 (c)(3)(F)
- Meeting the needs of individuals with disabilities
- **Subgroup 4 – February 13<sup>th</sup> at 9:00 EST, 23<sup>rd</sup> at 1:00 PM**
  - Lead - Ron Harrison, Theresa Koleszar for VR, Nicholas Elliott, Karen Green, Krystal Levi
  - Facilitating connections among intake and case management systems of partner programs and the use of technology to provide access in remote areas (107)(d)(7)
- Subcommittee breakout
  - Identify subcommittee lead
  - Preliminary list of activities/action step
  - Convene conference call /meeting (send invites to Deb and Nancy)
  - Develop preliminary timeline
- Each Subcommittee lead will submit a brief summary of meetings to include
  - Major accomplishments
  - Identified barriers
  - Next steps
  - All formal subcommittee reports will be uploaded to WebPlanner

**Next Full Workgroup meeting will be via Webinar on March 4<sup>th</sup> 10:00am**

Sub-Workgroup Area	Members	Draft Activities
<ul style="list-style-type: none"> <li>Review DWD Policy 2013-10 (Jobs for Hoosiers Act), REA, WPRS</li> <li>Provisions of information and assistance regarding filing of UI – 134 (c)(2)(A)(x)</li> </ul>	<ul style="list-style-type: none"> <li>Rene – Lead</li> <li>Nicholas</li> <li>Shellie</li> <li>Tom</li> <li>Krystal</li> <li>Janet Reed (VR)</li> </ul>	<ul style="list-style-type: none"> <li>Review WIOA legislation for provision of these services</li> <li>Recommendation on how these services are integrated into operational processes</li> </ul>
<ul style="list-style-type: none"> <li>Review DWD policy 2010-13 (Customer Flow) for WIOA changes</li> <li>Integration of core and required partners in WorkOne system</li> </ul>	<ul style="list-style-type: none"> <li>Robyn – Lead</li> <li>Ron</li> <li>Krystal</li> <li>Richard</li> <li>Nicholas</li> <li>Bonnie</li> <li>Kay</li> <li>Karen Green</li> <li>Karen Bailey</li> <li>Kim Dequis (VR)</li> <li>Marilyn</li> </ul>	<ul style="list-style-type: none"> <li>Review appropriate WIOA sections to determine change recommendations to Customer Flow</li> <li>Review and recommend changes to current WorkOne Procedures Manual</li> </ul>
<ul style="list-style-type: none"> <li>Priority of Service</li> <li>Consumer Choice</li> <li>Meeting the Needs of Individuals with Disabilities</li> </ul>	<ul style="list-style-type: none"> <li>Jeff – Lead</li> <li>Richard</li> <li>Shellie</li> <li>Rene</li> </ul>	<ul style="list-style-type: none"> <li>Review definitions for recommend changes to current policies/ procedures</li> <li>Recommendation on how the WorkOne system provides services to special populations</li> </ul>
<ul style="list-style-type: none"> <li>Connecting Intake with Case Management in Centers and connecting systems of partner programs.</li> <li>Use of technology in remote areas</li> </ul>	<ul style="list-style-type: none"> <li>Ron – Lead</li> <li>Theresa</li> <li>Nicholas</li> <li>Karen</li> <li>Krystal</li> <li>Marilyn</li> </ul>	<ul style="list-style-type: none"> <li>Recommendations on how Intake and Case Management teams connect under WIOA</li> <li>Recommendations on how to use technology to provide program access</li> <li>Impact of providing in remote areas</li> </ul>

**WIOA Implementation  
Operations Workgroup  
Full Workgroup meeting 3/4/15**

Review Sub-group reports for discussion and comment: See individuals sub group reports for full comments/recommendations. Highlighted comments below.

**Review REA, WPRS, JHS policy and Provision of Information and Assistance filing for (No major changes under WIOA) however recommend- Rene lead**

- Employment staff attend Jobs for Hoosier and REA orientations to provide an overview of services they can offer the customer.
- For offices who have large volume of Jobs for Hoosier, if possible virtual orientations. Customers would still need to come into the office for Work Search verification and the staff seeing them would need to verify ID and be able to 'up-sell' WorkOne services and products. Need to verify that the customer had completed the orientation.
- Discussion/concern on how virtual services captured/counted for performance. As a state program and not core partner program are customers served only under this program WIOA 'participants'?
- UI – Occurring in most if not all full service offices and UI Staff would continue to be a part of the Welcoming/Intake function and may also deliver WP and WIA cores services to assist customer. Discussion/Cross funding of staff needed.

**Review Customer Flow Policy (2010-13) and Integration of Core and Required Partners in the WorkOne System – Robyn lead**

- These areas have been combined with the Policy Sub-group working on the same issues. The workgroups recommend an Integration and Customer service policy that provides a broad strategic concept for Indiana and use additional policies or Technical Assistance Bulletins for specific areas of consistency to align with WIOA legislation.
- Eligibility Policy – A WIA draft has been developed. The workgroup will 're-draft' based upon some of the NASWA recommendations.
- Look at RES and how it fits into the flow of the process and the transition from the RES programs to more intensive services as needed.
- Group has a concern on how career services are defined and the system focuses on service delivery and not just taking full applications on everyone.
- The New case management system will be critical in supporting an integrated system of core and required partners; ensuring communication on the back end with other systems from partners like VR, TANF, and SNAP.

**Priority of Service/ Customer Choice/Meeting the needs of Individuals with Disabilities- Jeff lead**

- Priority of Service 134(c)(2)(E) - Same as Veterans program now. Nothing new under the UI section of the act to effect priority of Service
- Consumer choice page 39 & 134 (c)(3)(F) - For Consumer Choice – biggest piece is to educate the consumer on what is demand in the Region from the Workforce Board. This will allow them to make an informed choice.
  - The Demand Occupation list is important for the WorkOne side, but the VR side currently is not tied to the Demand Occupations. We are going to start using it to help with the Informed Choice of the consumer that is so important on the VR side of things. What to do if WorkOne consumers want training not on the list? VR could not pay unless they qualify for our eligibility. WorkIN individuals can't just choose what they want to do. They have to pass the testing required. This may be an issue for VR consumers unless we can ensure there are accommodations for the consumer.
  - Providers – Must be selected by the local boards and any training must go through the approved providers. Currently VR is not held to the provider list on INTraining. We can use any provider as there is not a set accreditation requirement for us. The main key is will the provider help the consumer reach their individual employment goal.
  - Need to ensure information is shared between agencies. Crosstraining – What is consumer choice? How long does the IEP last? Do you have to be in school? Youth with disability – family of one and VR transition students.
  - Priority given overall to consumers with low income, on government support and who are skills deficient. Income verification for the WorkOne consumer.

#### Meeting the needs of individuals with disabilities -

- We need to review the disability work stations. See what is needed and what is working on the system. Each stations needs to be set up as a minimum. The concern here is the cost to have Crossroads verify and update the equipment. What can be done to get a better rate for this. VR will see what options we have. We need to have resources for accommodations. What can VR do to help with accommodations for workshops. Using things like CART, interpreters, Skype, or other tools.
- Disability Etiquette Training. VR will work on a training we can do in a webinar setting and help educate the WorkOne staff on disability etiquette. We can also do things on a regional level to ensure we can offer a more in-depth training with staff at an office team meeting.
- Handicap accessibility needs to be reviewed.
  - Look at doors and entry ways
  - Look at IRA computer stations
  - Wheel chair access – usually set up in each office. Mostly on the end of the IRA area. But is this enough for consumers in electric wheelchairs that are not accounted for in ADA standards. Front counters for consumers in wheel chairs to have accessibility

## Use of technology and how to get better access to services – Ron lead

Consider at who are the partners – state, regional and local. Develop a partner list and break out locations and services we can leverage in the area.

Consider the variety of tools to provide access/services such as:

- Internet
- IN.gov
- O\*net
- Phones
- Virtual workshops
- Skype
- Go to Meeting
- Social Media piece
- Online forums
- Social media
- Blobs/weblogs

Identify physical outreach methods

- Regional meetings to exchange information and collaborate information
  - Mobile teams for consumers (Employ Indy example) and how partner groups can be available to help

Use virtual WorkOne to access information needed to enroll in multiple programs. [Hopefully this is part of the new Case Management RFP.](#)

Identify assessment tools to share across partners

- ICE
- ICC
- O\*Net data access link
- LMI data access link
- CTorq