

WIOA Information Technology Support Center: Aligning Data and Applications Across Partners Through IT

Mark Schultz
Nebraska VR



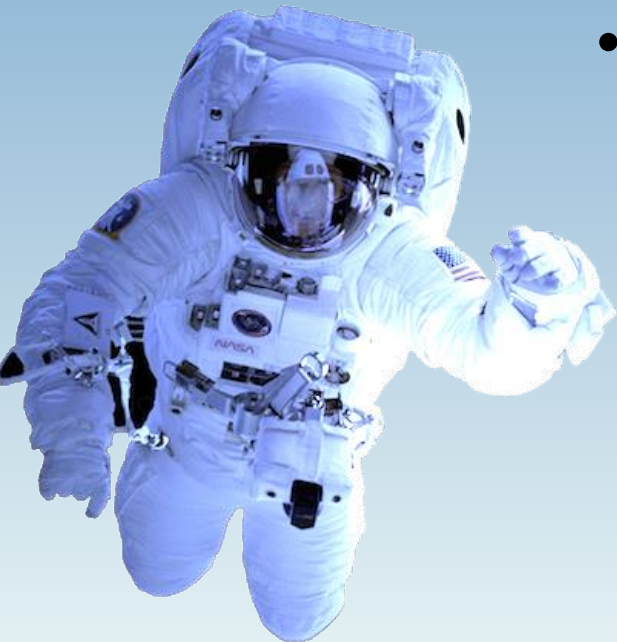
Background

- 10/1/16 Employment and Training Administration (DOL) awarded \$1.2 million grant to Maryland Department of Labor
- Maryland DOL contracted with the National Association of State Workforce Agencies (NASWA) for activities, including the ITSC
- WIOA ITSC aims to leverage the technical assistance investments by the Federal partnering agencies and state partners.

WIOA ITSC

- Vision: To support states and the workforce system broadly as they implement the vision of integrated systems through the use of technology solutions for service delivery, case management, and performance accountability.
- Mission: Provide and coordinate technical assistance, information, software tools and products, and advisory services to states and consortia of states to support quality IT solutions and promote the sharing and replication of successful IT models and practices.

Note: the focus is on technology and not policy.



WIOA Information Technology Steering Committee

Comprised of:

- Federal representatives (5)
 - ETA (Labor)-2,
 - OCTAE (Education),
 - OSERS/RSA
 - TANF (HHS)
 - State Program Leads (8)
 - WIOA Adult/Dislocated Worker
 - WIOA Youth
 - Wagner-Peyser/Employment Service
 - Labor Market Information
 - Unemployment Insurance
 - Adult Education
 - Vocational Rehabilitation
 - Temporary Assistance for Needy Families (TANF)
- AND



WIOA Information Technology Steering Committee

- State IT Leads (5)
 - 2 State Workforce Agency IT Leads
 - 1 Adult Education IT Lead
 - 1 State VR Agency IT Lead
 - 1 TANF IT Lead





Challenges

- Accessibility
- Culture change
- Data/information sharing
- Funding
- Not losing integrity of the program (“owning” programs)
- Working in silos
- Integration/alignment of services



Opportunities

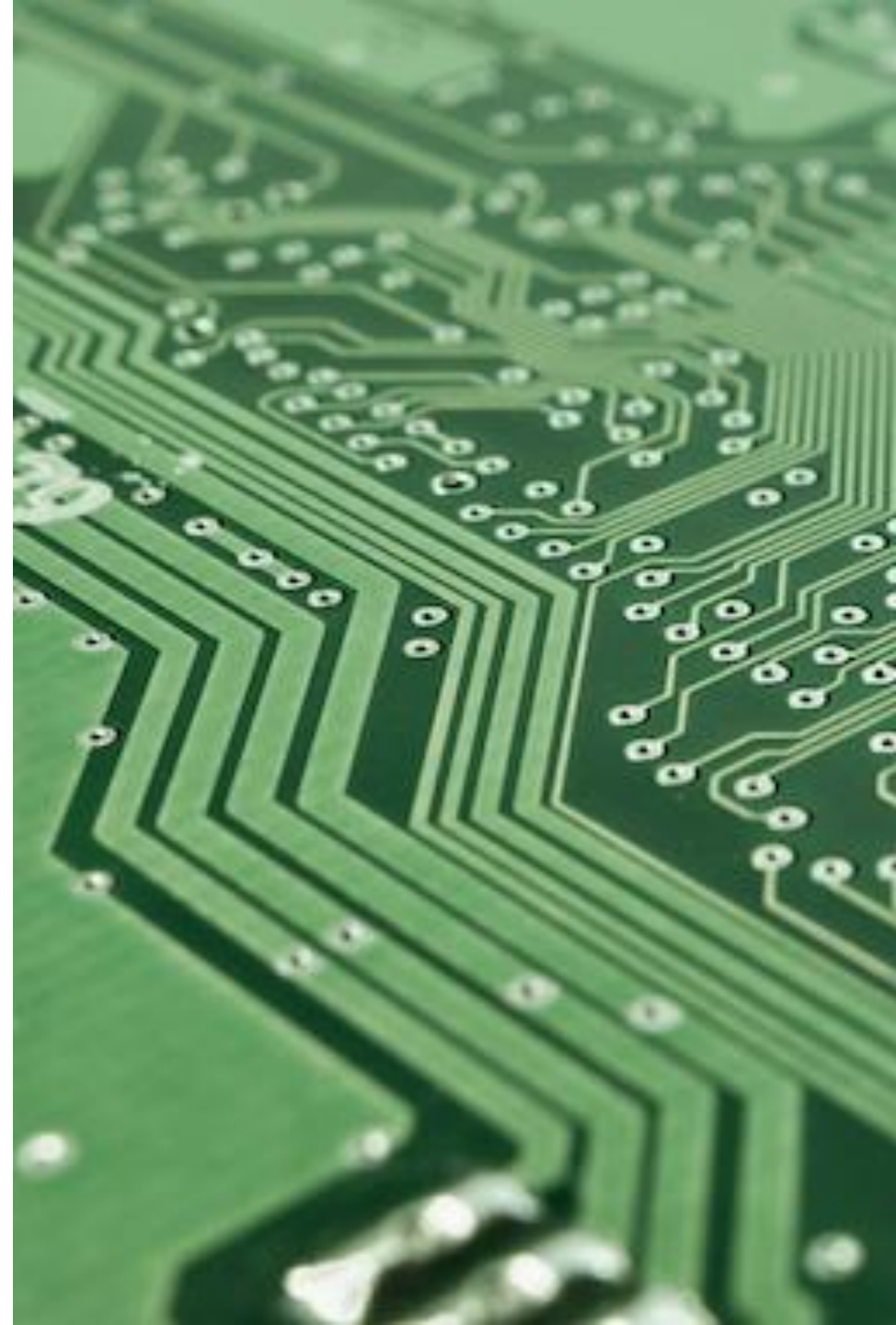
- Learning from each other
- Integration of services
- Partnering/funding
- Transfer/sharing of code
- Unified voice
- Combined RFPs
- Saving dollars through scale

What could a
WITSC Center
provide?



Promote Integrated Service Delivery

- Encourage technologies (such as data sharing, common intake and intelligent referrals) and help facilitate cost drivers.



Awareness of Programs and Systems

- Share information on:
 - technology systems used by different WIOA programs
 - Initiatives at the federal, state and local levels
 - Open source systems, federally-funded or non-profit owned systems, proprietary or state-funded systems
- Through webinars, in-person presentations, newsletters, and an online repository (e-library of open source code tools, other proprietary tools)



Offer Technical Assistance

- Asset Mapping
- Best Practices or Emerging Practices
- RFP templates (procurement guidelines and practices)
- Planning service for interested states
- Effective social media use





Next Steps

- Strategic Plan
 - Case Reviews (WA, UT, CO, TN, TX and IL)
 - IT Environmental Scan of VR agencies
- Actions and Strategies
 - Develop an elevator speech
 - Identify existing tools
- Measurables
- Governance



Your Turn

- What IT tools are you using for intake, case management, and reporting?
- What IT vendors are you using, and others you may know about?
- What support do you need/want from WIOA ITSC or a Center?
- Who should WIOA ITSC target to get the message out?
- Other thoughts you want me to share with the WIOA ITSC?

Contact Information



Mark Schultz
Deputy Commissioner/Director
Nebraska VR
mark.schultz@nebraska.gov