



SWDP Service Delivery

Anjalee Blackwell, Terry Cox, Brian Kneidl, Mike
Robinson, Kareen Borders, Lisa Wheeler, Marilyn
Hoppen, Lucinda Heidel, Gina Lindal, Bill Dowling, Alissa
Durkin, Ed Looby, & Luci Bench

October 16, 2023

Regional Service Strategies. (20 CFR 679.510(a)(1)(ii))

- a. Strategic Details and Interventions:** Based on the comprehensive regional analysis, identify and describe any services and strategies that will be developed on a regional basis to address specific challenges, opportunities, or targeted populations. Provide specific strategies, tactics, and service models that will be implemented, including a baseline for evaluating their effectiveness and measurable goals.

- b. Cooperative Agreements:** Complete the [Regional Service Strategies Framework \(Attachment B\)](#) **or** submit any executed cooperative service delivery agreement(s) that outline how local service providers and partners will ensure integrated and accessible services within the local one-stop delivery system. The agreements should include specific initiatives to improve services for individuals with disabilities and other target populations, such as, staff cross-training, technical assistance, data sharing, employer engagement, and other cooperative initiatives.

Multi-Regional Focus: If applicable, identify any contiguous regions involved in a collaborative service approach. Clarify how this focus was established and its alignment with overarching workforce system objectives.

Key Elements of Service Delivery

1. **Access to Services:** WIOA mandates that individuals, including dislocated workers, youth, and adults, have access to a range of employment and training services. This includes access to career counseling, job search assistance, labor market information, and support in identifying career pathways.
2. **Comprehensive Career Services:** WIOA requires the development and provision of comprehensive career services that are designed to assist individuals in achieving their employment goals. These services may include skills assessments, development of individual employment plans, and guidance on education and training opportunities.
3. **Training and Education:** WIOA encourages training and education that leads to industry-recognized credentials and ultimately employment in high-demand occupations. This may involve support for post-secondary education and on-the-job training programs.
4. **Employer Engagement:** Service delivery under WIOA also involves establishing connections with employers to understand their workforce needs, provide recruitment and training services, and facilitate the placement of job seekers into employment opportunities.
5. **One-Stop Career Centers:** WIOA mandates the establishment of One-Stop Career Centers where individuals can access an array of employment and training services, including job search assistance, education and training programs, and labor market information.
6. **Supportive Services:** To help individuals overcome barriers to employment, supportive services such as transportation, childcare, and assistance with work-related expenses may be offered.
7. **Performance Metrics:** Service delivery in WIOA includes the monitoring and evaluation of performance outcomes, both for service providers and individuals served, to ensure that the services are effective and lead to successful employment outcomes.

Attachment B: Regional Service Coordination Framework
Washington Regional Service Coordination Framework

Phase I: Prepare your team	Phase II: Investigate	Phase III: Inventory and Analyze	Phase IV: Convene	Phase V: Act	Phase VI: Sustain and evolve
<i>Goal: build buy-in & support</i>	<i>Goal: determine options for coordinated service delivery</i>	<i>Goal: build baseline knowledge</i>	<i>Goal: build partnership, prioritize activities</i>	<i>Goal: Implement initiatives</i>	<i>Goal: grow the partnership</i>
<ul style="list-style-type: none"> • Build a team of workforce, education and economic development leaders for ongoing joint decision-making • Inventory current regional service strategies • Determine initial roles & responsibilities of partners - who will lead, what support can partners commit to • Commit to looking at regional data analysis together 	<ul style="list-style-type: none"> • Identify customers who could be better served by a regional approach based on the regional analysis • Identify services that could be worth coordinating • Ensure relevance for the region and the partners participating 	<ul style="list-style-type: none"> • Conduct a review current services and strategies • Analyze trends, review outcome data and existing research • Develop a brief “report” or “snapshot” of the current state to engage current and potential partners • Identify champions, resources and resource gaps 	<ul style="list-style-type: none"> • Hold event or meeting to find discuss the analysis and develop options for addressing the challenges • Identify a goal and strategy to address it. • Prioritize key issues • Determine whether additional resources are needed and how to bring these to the table 	<ul style="list-style-type: none"> • Develop plan for implementation • Execute plans, monitor progress • Provide status reports to partnership, task forces, stakeholders • Identify road-blocks and address them 	<ul style="list-style-type: none"> • Identify next opportunities • Start the process over again at the appropriate phase • Grow the partnership
Sample measures of progress <ul style="list-style-type: none"> • Partners identified • Meetings held • Agreements developed • Resources committed 	Sample measures of progress <ul style="list-style-type: none"> • Data reviewed • Potential customers/services identified for coordinated approach 	Sample measures of progress <ul style="list-style-type: none"> • “Snapshot” or “report” ready for first meeting • Champions identified • Partners invited 	Sample measures of progress <ul style="list-style-type: none"> • Plan for action developed • Task forces identified • Assignments made 	Sample measures of progress <ul style="list-style-type: none"> • Metrics specific to project identified and reported 	Sample measures of progress <ul style="list-style-type: none"> • New projects identified • New resources added
Evaluate		Adjust		Improve	
			Report		Tell Your Story 

Directions: Complete the table below to describe current and future activities for at least the next two years for any service strategies to be coordinated across the region. Please start at the appropriate phase based on the current status of the regional plan. The completed table may serve as the Regional Cooperative Service Delivery Agreement required by Section 107(d)(11) once the plan is approved.

Phase	Timeline for each phase	Activities anticipated for each phase to be implemented. Please indicate how each LWDB will participate for sectors served in a multi-area region.	Anticipated outcome(s) for each phase	Measure(s) of progress for each phase
Phase I: Prepare Team Goal: build buy-in & support				
Phase II: Investigate Goal: <i>determine options for coordinated service delivery</i>				
Phase III: Inventory & Analyze Goal: <i>build baseline knowledge</i>				
Phase IV: Convene Goal: <i>build partnership, prioritize activities</i>				
Phase V: Act Goal: <i>implement initiatives</i>				
Phase VI: Sustain & Evolve Goal: <i>grow the partnership</i>				