How to Enhance Knowledge of WIOA Partners’ Programs

WIOA Conference
Building Partnerships for the Future of Workforce
October 9, 2018
Nancy McCrohan Amanda Ramsey

Kansas WIF Project

Purpose
- Strengthen service delivery to job seekers with multiple barriers
- Position the State to effectively transition from WIA to WIOA (Workforce Innovation and Opportunities Act)

Objectives
- Expand and enhance WIOA partner collaboration
- Improve the outcomes of job seekers with significant barriers to employment
- Integrate service delivery in Kansas AJCs

WIF Partners

- Grant lead: Kansas Department of Commerce
- Departments of Vocational Rehabilitation (VR) and Economic and Employment Services (EES) within the Kansas Department for Children and Families (DCF)
- Kansas Board of Regents (KBOR)
- Kansas Department of Labor (KDOL)
- All five local workforce development boards (with 26 KANSASWORKS American Job Centers)

Today’s Learning Objectives

- How knowledge of partner programs is necessary to WIOA implementation.
- Set expectations for baseline level of knowledge, its growth, and retention.
- The role of in-person networking on knowledge development.
- Explore the pros and cons of in-person and online learning.
Knowledge of Partner Programs

Vision of WIOA includes customer getting meaningful connection to mandated partners

- Adult, Dislocated Worker, and Youth programs
- Labor Exchange
- Core Partners
- Adult Education
- Vocational Rehabilitation

Cross-Agency Staff Training

- One of three key activities of the WIF grant
- Opportunity for human services staff across multiple organizations to learn more about and connect with their partners in serving Kansas job seekers
- Workforce, education, human service, and vocational rehabilitation staff
- October 2016 through September 2017

Training: Preparation Successes

- On-schedule launch and planned sites
- Training recruitment
- Partner participation in development of materials, train-the-trainer, and delivery of training
- A platform for local partners to begin co-creating on other grant objectives

Training: Preparation Challenges

- Negotiating the structure and length of the training
- Short timeline to get all the materials ready (less than 4 months)
- Left out information on how services from different programs might work together
- People were disappointed they could not view the results of pre/post testing
Training: Delivery Successes

- Met or exceeded all rollout plan objectives
- Partner agencies contributed to the development of cross-training materials
- Partners satisfied with their involvement in the development of the staff cross-training
  - Exceeded 80% satisfaction bar
- 513 staff trained
  - Exceeded goal of 300

- Facility space
- Presenters
- Real-time adjustments to curriculum
- Integrate lessons about WIOA goals and how project components would contribute to implementation

Training: Delivery Successes

- Effective delivery
- Post-assessment feedback
  - 90% satisfaction with the training
  - 90% said its relevant to their daily work
  - 61% anticipated they would use the learning gained on a daily or weekly basis
  - 77% said activities helped them to learn

- More emphasis on the larger objective and the training in context
  - i.e., connect to OJT and SGST
- Less content and more interaction and roleplaying
Follow-Up Successes

- Bring curriculum to online platform
  - Capacity to teach future staff
  - Plan to expand over time to include mandated (beyond core) partner agencies

Follow-Up Challenges

- Retention of knowledge
- Identifying what improvements in content area knowledge are desirable
- Relationships and trust take time to build
- Developing proactive relationship-building and maintenance plan

Networking Impact on Knowledge Development

- High value in the networking and learning how to better assist clients
- Talk to people in parallel job positions
- Meet people most relevant for cross-referrals

Networking Recommendations

- Local need for additional and creative avenues for cross-agency networking
- Include external partners in implementation meetings to improve recruitment, referrals, and case collaboration
- Barriers
  - Staff turnover
  - Constraints on staff time and travel
- Use experience to inform cooperative development process for OJTs at the local areas
**Online Learning**

- Just in time, self-paced, flexible
- Lower cost
- Capture input and knowledge of many people during development
- Minimal impact on office and caseload coverage
- Potential challenge:
  - Capacity to update content regularly

**In-Person Learning**

- Grow contextual understanding of partner pressures, mission, priorities
- Sharing of local information
- Roleplaying and scenarios to reinforce learning
- Challenges
  - Mismatch timing of need versus convenience of scheduling
  - Logistics to coordinate multiple partners

**Training Outcomes**

**Training Assessment**

Assessment time points:

- (1) immediately prior to their training date
- (2) immediately after their training date
- (3) six months after their training date
Assessment Content

- Experiences related to working with partners
- Self-ratings of current knowledge about specific partner programs
- Objective assessment of current knowledge about specific partner programs

Cross-Agency Interaction

- Overall, small but positive changes in respondents’ perceptions of their own behaviors, experiences, and satisfaction related to partners and cross-agency interactions
- Greatest gains relate to:
  - Satisfaction with this knowledge
  - Satisfaction with partner interactions
  - Perceived knowledge of partner programs

Cross-Agency Interaction

<table>
<thead>
<tr>
<th>On a 1-5 Scale Where 1 = Strongly Disagree and 5 = Strongly Agree</th>
<th>Pre-Training</th>
<th>6 Months Post-Training</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>I know what programs other agencies offer that can help my clients.</td>
<td>3.4</td>
<td>3.9</td>
<td>0.5</td>
</tr>
<tr>
<td>I am satisfied with the level of interaction I have with other agencies.</td>
<td>3.1</td>
<td>3.6</td>
<td>0.5</td>
</tr>
<tr>
<td>I am satisfied with my level of knowledge of other agencies' programs.</td>
<td>2.8</td>
<td>3.6</td>
<td>0.8</td>
</tr>
</tbody>
</table>

Cross-Agency Interaction

<table>
<thead>
<tr>
<th>Partner Coordination Fidelity Indicator</th>
<th>Threshold Met?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cross-agency referrals</td>
<td>✓</td>
</tr>
<tr>
<td>Received updates on cross-agency referrals</td>
<td>✗</td>
</tr>
<tr>
<td>Engagement in a cross-agency service team</td>
<td>✗</td>
</tr>
</tbody>
</table>
**Self-Assessed Knowledge of Partner Programs**

- Self-rated knowledge on a variety of partner programs before and six months after the training
- Shows positive, long-term gains in perceived knowledge of these programs
- Knowledge gains on all programs
- Gains generally largest when respondents had less knowledge of programs before the training, e.g., Registered Apprenticeship (2.0 to 2.8) and Disability Employment Initiative (2.2 to 2.9)

**Objective Knowledge Score**

- Programs Included in Assessment
  - Adult Education (KBOR)
  - Centers for Independent Living
  - Child Care Assistance, TANF, SNAP (DCF)
  - Kansas WIF
  - Vocational Rehabilitation
  - WIOA—Adult, Dislocated Worker, Youth, and Wagner-Peyser

<table>
<thead>
<tr>
<th>Objective Knowledge Score</th>
<th>Pre-training</th>
<th>Post-training</th>
<th>6 months post-training</th>
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<tr>
<td></td>
<td>54%</td>
<td>70%</td>
<td>62%</td>
</tr>
</tbody>
</table>
Objective Knowledge Scores

- Big gains in scores at six-months
  - Child Care Assistance, TANF, and SNAP
    - 6 percentage points
  - Adult Education
    - 7 percentage points
  - Vocational Rehabilitation
    - 11 percentage points

Objective Knowledge Scores

- Scores near or above the 80% threshold on the six-month post-training – a big decrease from post-training – and not much changed from pre-training:
  - Centers for Independent Living (87%)
  - WIOA (74%)
  - WIF (72%)

Change in Agency-Specific Knowledge

- Big gains in scores at six-months
  - Child Care Assistance, TANF, and SNAP
    - 6 percentage points
  - Adult Education
    - 7 percentage points
  - Vocational Rehabilitation
    - 11 percentage points

Distribution of Assessment Scores

- Pre-Training and 6 Months Post-Training

Scores near or above the 80% threshold on the six-month post-training – a big decrease from post-training – and not much changed from pre-training:

- Centers for Independent Living (87%)
- WIOA (74%)
- WIF (72%)
Realistic Expectations
- Performance targets for knowledge gains were too ambitious
- Lower than expected scores
  - Pre-assessment
  - Post-assessment
- Pre-test was unintended intervention; staff found it engaging
  - It showed the scope of what each person might know

Next Steps

Application and Next Steps
- Pre-training feedback reinforced the need to create SGSTs
  - Staff routinely work with other agencies to assist clients
  - One-third were satisfied with the level of interaction
  - One-quarter were satisfied with the level of knowledge of other agencies’ programming

Local Areas Follow Through
- Encourage staff to attend community meetings to keep staff engaged and inspired
- Reduced hours on Friday for all staff to do professional development
- Invite other partners to come in for special events, sharing
Job-Shadowing

“This helped both sides to better understand the services provided on both sides and how we can better collaborate to serve our shared clients.” – Workforce Professional

Collaborative Outreach

Field Trips

Cross-Agency Events

Partner attend a Fifth Friday event at the Wichita Workforce Center to discuss staffing needs and requirements with a panel of local employers. Sponsored by the Workforce Alliance.
Discussion

- Do you have a set platform or means of networking?
- How do you increase meaningful connection to other programs?
- What are the best means of learning about other services?

Amanda Ramsey
Kansas Department of Commerce
Workforce Services – WIF Grant
Program Manager
(785) 230-0405
amanda.ramsey@ks.gov

Nancy McCrohan
Senior Project Manager
(517) 485-4477
nmccrohan@publicpolicy.com
www.publicpolicy.com