Tentative Workshop Descriptions – more to be added

MAY 24, 2016

Moving from Transactional to Transformational Business Relationships
WIOA elevated the strategic role of business-facing teams beyond agenda-driven transactional practices. This session will focus on implementing elements of a customer-centric model to your business engagement activities. You will be introduced to strategies that increase your interactions with employers as well as technology driven tactics to more effectively work with your economic development and education partners to increase your portfolio of services and to leverage regional resources, resulting in long-term transformational relationships with your business customers.

Multi-generational Communication in the Workplace
In today’s workplace we have four generations working alongside each other, all with their own distinct communication characteristics. Understanding the differences and similarities is key to building a successful and productive team. When you can acknowledge the differences in values, work style, cultural influences and career expectations you can help move beyond generational stereotypes and create an environment of inter-generational respect. By attending this seminar, you will discover techniques that you can begin incorporating into your company immediately. These techniques can help you develop and retain your workforce while building a successful multi-generational communication strategy that can lead to a more productive work environment.

Addressing Criminal Background Barriers to Employment with Innovative Alternatives to Incarceration
Recognizing that individuals with criminal backgrounds face additional barriers when looking to find employment, Reentry Services at CareerLink of Lancaster has led the way in serving clients with these barriers. Clients in our Reentry Employment Program go through a multi-step process combining career readiness, fundamental, soft, and occupational skills training presumably coming out of the program employed in a job where he or she can make a living wage and progress in their career. One of the most important aspects of the program is the extensive case management that goes into addressing any possible barriers that the individuals face. Our newest endeavor is the establishment of a Day Reporting Center Program as an alternative to incarceration. The program is designed to hold select unemployed offenders accountable during the day and to provide employment and therapeutic services mostly under one roof. Within this workshop, you will be given tools (flowcharts) as a guide to develop a similar program in your local area and how to engage your community based organizations as partners in this endeavor.

EVERYBODY WINS: Increase Customer Satisfaction and Performance With Streamlined Model
There are many moving parts in a workforce program and it is often difficult to keep clients engaged and positively exiting while bettering performance and meeting funder requirements. Through analyzing its service model, National Able Network (Able) identified areas needing improvement and put changes in place at multiple locations that greatly increased customer satisfaction and performance. The implementation of a succinct application process keeps potential enrollees engaged. A two-day Job Readiness Crash Course near the time of
registration quickly gives customers the tools they need to jump into their job search or choose an appropriate training program. Able’s Job Search Work Teams (JSWTs) offer an innovative structure and peer support to clients while looking for a job. This improved service model provides job seekers with a more streamlined path to unsubsidized employment which has significantly increased registrations, customer satisfaction, training completion rates, and placements into employment. This workshop will introduce attendees to Able’s streamlined process with a focus on the Crash Course and JSWTs, as well as provide tips on how to easily incorporate them into any program.

Best Practices for Using LMI to Communicate, Engage, and Promote
Come learn how the San Diego Workforce Partnership (SDWP) is leveraging labor market information (LMI) to promote their organization as the go-to source for data and services. Using LMI, the SDWP has developed five “Priority Sector” reports and has established an annual Workforce Conference for their region. These are free resources, open to the public, that teach educators and other stakeholders about regional initiatives and help them understand how to connect education to the world of work. These resources have also helped the non-profit community bring in grants—the California Career Pathways Trust (CCPT) grant proposal alone brought in $13 million in grant funding. The SDWP also uses LMI to help their business outreach efforts. Applying these best practices has promoted trust and communication amongst regional stakeholders, and has positioned the SDWP as the LMI experts in their community.

Certifying a Skilled Workforce for the Global Economy
U.S. manufacturers report they cannot find the talent to fill hundreds of thousands of jobs nationally. The impact? A significant shortage of technically skilled individuals capable of driving innovation and keeping companies globally competitive in today’s uncertain economic climate. Responding to this talent crisis, NIMS has developed replicable solutions to prepare individuals for immediate employment in high-quality jobs. NIMS has demonstrated how education and industry can collaborate to see results, through meaningful and sustainable business-education partnerships. These programs range from accelerated internships to competency-based apprenticeships and have led to direct employment and continuing education opportunities for tens of thousands of individuals. The world of work is constantly changing. Innovations in technology and processes place new demands on the workforce, who must be safe, technically-skilled and flexible. Employers in technology-driven industries rely on NIMS to track industry trends and identify the cutting edge skills their workforce needs to be competitive. Industry-recognized credentials, developed from industry standards, prove that students and employees are ready to perform in the global economy. Customized to specific industries, product lines and company needs, learn about different programs and models to ensure the right person with the right skills is in the right job.

LinkedIn Logistics: LinkedIn working for you in your Job Search
This workshop demonstrates how a user can develop one's profile to not only be found using Linkedin but impress those who find them. Users will learn to develop a profile that works for them in their job search. They will learn how to leverage Groups and Publish content to get noticed as well as how to use Linkedin like a recruiter. Participants will also learn how to take advantage of keywords and leverage Search Engine Optimization to get noticed by recruiters.

Youth: Customer Centered Out of School Youth Program Design
Program design for out-of-school youth presents unique challenges. This workshop will address ETA’s guidance from related TEGL(s); offer Best Practices including youth recruitment and retention; and provide an exciting demonstration of ever-growing resources available through the Innovation & Opportunity Network (ION) to help states and local area operate effective youth programs.
Redesigning Service Delivery: Shifting Practices to Yield Great Workforce Outcomes

Redesigning Service Delivery: Innovating Practices to Yield Greater Workforce Outcomes

The definition of insanity is doing the same thing over and over while expecting different results. Under WIOA the ‘I’ is about innovation. Join this session to hear an innovative, evidence-based set of practices that are being used in one-stops and WIOA partner agencies. Using a MIT model for innovation, projects in multiple states have designed a new front-end certificate course (boot camp, StartSMART, CareerStart, etc.) to engage and empower clients, educate and guide career pathways, offer skill-based assessments and screenings to identify underlying employment challenges, address issues of mindset, learn about brain functions and behaviors, train the essential steps for problem solving, managing tasks and timelines, and setting a pathway for success called SMARTER, and practice social capital skills through specific Participatory Learning Methodologies. Case managers can easily learn, integrate, and implement the SMARTER steps for reinforcing self-reliance and building personal responsibility. Data will be shared from multiple states on the incidence of underlying challenges along with a demographics reflecting the individuals served in these programs.

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Win-Win: Satisfy Employers & Generate Funds with Incumbent Worker Training

Employers want applicants with strong soft skills, but they don’t want to have to train them! Many workforce organizations are responding to this need by helping their job seeking clients develop these essential skills. Employers also want better soft skills in their current employees, and they are willing to pay for it. Arundel Workforce Development Corporation (AAWDC) in MD partnered with employers to develop a curriculum to help their job seekers land faster, perform better and stay longer. Then, they realized the opportunity to serve local employers and generate funds by delivering fee-for-service incumbent worker training the not-so-soft skills their employers want. Come learn from their journey and successes, and gather ideas for getting paid to build your local workforce and satisfy employers by delivering incumbent worker training. We’ll also share a few others ways to generate income to support your services.

We know what’s up!

After conversations with over 500 businesses, each one identified a shortage of work readiness skills in young adults. When it comes to education, 50% of students enrolling in secondary education won't finish. In our experience teaching Steer Your Career (SYC) workshops and serving youth through our center services, we are constantly reminded that the upcoming workforce has very different needs than those of past generations. These students are growing up in a fast-paced, ever-changing, technology driven world and workforce. Our team feels that it is vital to stay interesting, relevant and current in our workshops to better meet the needs of youth. We are continually working to update, renovate and keep the Steer Your Career workshops attention grabbing and relevant to the youth of today. We will share our information, processes, how to approach schools and youth and why this is so important.

Maximizing Career Pathways for Out of School Court Involved Youth

Youth who are subject to juvenile justice are eligible for services and are often in most need of WIOA defined elements. However, these populations of out of school youth often present numerous barriers to program suitability and completion. As recruitment and engagement of eligible youth becomes more complex, strategies to engage this population must be examined to gain improved outcomes. The proposed workshop aims to provide the attendees with best practices learned through a collaborative program known as “Project Bridge” which is operated across Central and South Florida. Funded by the Florida Department of Juvenile Justice and operated by Eckerd, the program is an effort among three partner organizations (Paxen, HBI and Henkel’s &
McCoy) that delivers educational, credentialing and career pathways to 254 youth on a daily basis who are transitioning from residential facilities. The workshop will provide the following key best practices:

**Collaborations**: Creating a successful network of services. **Assessment**: Utilized to determine needs and development of targeted goals. **Case Planning**: Targeting length of stay and case management. **Engagement**: Evidenced based programming such as Motivational Interviewing. **Career Pathways**: Educational, Credentialing, Employment and Post-Secondary placement.

**Creating a Roadmap to Job Placement Success**
The road to job placement can take many curves and detours before leading to success. Taking a client-centered approach requires you to engage each customer in the process and adapt your approach based on your customer’s goals, needs and desires. This workshop will explore the key touchpoints customers travel through on their journey to competitive unsubsidized and/or integrated employment. Resources will be identify that can be used for each touchpoint, including an opportunity to share what you do. Each attendee will leave with a roadmap, including action steps, that can be implemented when you return to the office.

**One-Stop: Customer-Centered Service Delivery**
This workshop will help prepare attendees establish a foundation for resetting one-stop service delivery under WIOA and focusing on building a Customer-Centered Service Delivery one-stop operation. We will discuss how to set up a meaningful framework; cover TEGL(s) relevant to Customer-Centered Service Delivery; offer Best Practices; and demonstrate ever-growing resources available through the Innovation & Opportunity Network (ION).

**Interviewing and Hiring Motivated Workforce Professionals**
We spend a lot of time prepping our clients for “the interview”. Unfortunately, most hiring managers struggle with proper questioning, assessment and judgement strategies. They don’t effectively measure candidate strengths and weaknesses. They are unsure to choose from credentials or competencies. Most times, they don’t have a planned out process or goal for each step of the interview process. Therefore, they many times hire the wrong person, which leads to turnover and a redo of the process, all over again. It gets frustrating and leads to misjudgment. This costs industries—including ours—valuable time, effort and money each year. I’ve hired hundreds of people in my career and have learned the do’s and don’ts, so join me for this very relevant and applicable topic. Use this workshop to learn the top 10 interview process things to do, questions to ask, topics to avoid and conclusions to seek. Whether it’s the first or final part of the interview process, there are careful tactics to use in order to achieve your goal of hiring the right person for the job.

**Sustainable Sector Initiatives Manufacturing Matters in Massachusetts**
North Central and Central Mass Workforce Boards with Mount Wachusett Community College (MWCC) and the Massachusetts Manufacturing Extension Partnership (MassMEP) collaborated with local manufacturing companies to develop career pathways in advanced manufacturing to train 84 workers to meet the growing demand for a skilled workforce in this critical industry sector. Employer Engagement was key to the success of this initiative and will continue to be critical to its’ future. We have a long history of successful collaborations and this project was built on that success. We leveraged resources from several projects including a state Workforce Competitiveness Trust Fund Grant, a federally funded H1B grant and a federally funded Trade Assistance Act Community College Training grant. In addition we leveraged WIA Title I and Chapter 38 Veterans funds to provide direct case management, career coaching, job development and placement services to participants. This project had an 88% job placement rate, was recognized by the state as a best practice, and funding has been extended for two more years through a USDOL NEG Sector grant for an additional 80 participants. We continue to leverage a TACCCT IV grant with three other community colleges across the country to develop a National model.
Women Build: Pre-apprenticeship training for low-income and disadvantaged women
This workshop will provide an overview of a unique initiative to develop and pilot a construction pre-apprenticeship training program targeting low-income and disadvantaged women, including TANF recipients, the recently incarcerated, and those who face other barriers to employment. The initiative started with a partnership between a community-based non-profit, a local Workforce Investment Board, a county social services agency, Tradeswomen Inc., and a local Building Trades Council. The partnership worked together to pursue a variety of recruitment strategies, design an intake and assessment process, create a women-focused pre-apprenticeship curriculum, and design an effective job placement pipeline that leads to union careers in the building trades. In the workshop, we will share our recruitment strategies and application process, curriculum outline, and the placement strategies we pursue. We will also share the program development process, with an emphasis on how the partnership came together, the roles of each partner in program development and implementation, and lessons learned. Workshop attendees will walk away with ideas for how to build a successful multi-agency partnership to implement a program targeting special populations, as well as ideas for how to successfully serve low-income and disadvantaged women looking to enter non-traditional careers.

Transforming into a Sales Culture Improves Placement Outcomes
Traditional job development because it is driven by short term outcomes often becomes a “what have you done for me lately” transaction affording the developer little time to develop or sustain long term relationships with employers. This short term focus forces developers into the role of “order filler” rather than sales professional. Organizations that build a sales culture throughout all levels have a greater likelihood of sustaining relationships and achieving placement goals year after year. This workshop will provide the story of JEVS Human Services ongoing transformation into a sales culture. You will hear examples of how it is using training, technology and asset leveraging to achieve this cultural shift.

Intentional Innovation: Leading Your Team out of the Box
Innovation is the buzzword in Workforce Development today. Innovative Service Delivery; Innovative Program Design and Innovative Use of Technology are phrases that we hear over and over again. We all can agree, however, that our industry and every organization providing workforce services must change or get left behind. In an ideal world, we would all be able to hire high-level consultants to offer solutions. The reality is that our limited budgets won’t allow for this type of investment. If we are honest, the best ideas in workforce don’t come from consultants, they come from the people doing the work. This workshop will give you to the tools to create an environment that fosters innovation and out of the box thinking. Come learn how to unleash the creativity of your team and increase employee engagement at the same time. In addition, we will discuss strategies for you to increase your personal creativity and innovation. These proven leadership best practices will empower you to transition from accidentally aspirational to intentionally innovative.

Great data for great decisions: CareerOneStop
CareerOneStop (COS) provides free, online tools to help job seekers, students, businesses and career professionals. Sponsored by the U.S. Department of Labor, COS sees 1.2 million users each month, accessing 5.5 million page views. COS uses the most authoritative, accurate and up to date information available for all our tools, so your customers can locate resources and services nationally and in their own local area. You will find contact information for over 17 million businesses searchable by industry, occupation, keyword and local area. We also provide customized resources for these targeted audiences: dislocated and laid off workers, workers who have a criminal conviction, workers who have disabilities, older workers, veterans, students and entry level workers. We will launch a youth employment site in 2016, ideal for WIOA youth needs. COS helps workforce professionals serve WIOA populations, with resources such as: • Career assessments with results you can download and print immediately. • Occupations and credentials in demand in your area • Salary and other data
to create employment and education plans • Workshop curriculum • WIOA eligible training providers in your area • Reliable local job listings • Mobile friendly tools and apps • Available in Spanish

Putting the Training in OJT
On-the-Job Training (OJT) and other work-based learning models are more popular than ever with workforce programs across the nation. And, why not? OJT provides a mechanism for linking training and job placement by using the workplace as a learning environment. However, not all OJT agreements lack detail with regard to actual learning objectives, which should spell out how workers will build the skills needed to succeed in a job. This session will examine what’s required to craft an effective training plan, and will focus on: the importance of assessment and task analysis in determining what needs to be learned; how to develop strong, clear learning objectives; and the importance of solid training plans to the overall effectiveness and outcomes of OJT. Senior leadership, direct service staff and everyone in between will find this information practical and easy to implement.

Customer Centered Design: How might we put employers in the center of sector strategies and career pathway work?
This workshop will help prepare attendees to establish a foundation for resetting services to employers by putting them at the center of sector strategies and career pathways. We will discuss how to set up a meaningful framework; challenge ourselves to think like employers; offer Best Practices; and demonstrate ever-growing resources available through the Innovation & Opportunity Network (ION).

Relevant to Business? Or Not?
With Implementation of WIOA, are we better positioning ourselves to be relevant to business? The purpose of WIOA is to better align the workforce system with the education system and economic development in an effort to create a collective response to economic and labor market challenges. WIOA continues the trend in workforce legislation by further engagement of the private sector to lead local workforce development efforts. WIOA encourages an improved response to labor market needs by connecting board performance to outcomes that require an understanding of the correlation between training investments and economic return. Changes brought on by the WIOA legislation will prompt Workforce Development Boards to be increasingly engaged in the business of collaboration, convening and partnership to better deliver services to business. In this session, you will hear from a panel of businesses that have been working with the workforce system and are interested in sharing their experiences. We will focus on the strengths brought to business and how we can work to better services to business. We will encourage the business panel to provide us with suggestions of how we can be more relevant to them in meeting their talent needs.

Accelerated Opportunities: Joining of Adult Education and Occupational Skills Training
The Technical College System of Georgia's Office of Adult Education decided to begin blending delivery of Adult Education/GED preparation with Occupational Skills training offered at select technical colleges throughout Georgia. One of the colleges chosen was Athens Technical College. The initiative began in January 2014, and so far has had 54 participants and 75% have earned GEDs, and approximately 100 industry recognized credentials have been awarded. This workshop will present an overview of this program from the state perspective and local perspective. Additionally, information will be presented on the ways that the local WIB partnered with Athens Technical College in order to provide additional funding and resources. Best practices, success stories and lessons learned will be shared, along with how this model was used to provide a framework for the WIOA Out of School Youth Program "Bridge To Success" offered by Athens Tech.
Start Strong to Stay Strong: Maximizing Outreach and Recruitment Efforts
Reaching the target population of grant awards is often easier said than done. It is not unusual for awardees to be a year into grant implementation and struggling with a lag in enrollment. As the expectations of grant solicitations become more and more specific, the quality of outreach and recruitment efforts become vital for timely outcomes and goal achievement. Falling behind on recruitment expectations and timelines, negatively impacts project development and staff morale. A corrective response to the problem can be found in outreach and recruitment practices. A focused effort on these initial phases of service delivery will greatly reduce the problems of lagging enrollment and subsequent requests for grant modifications. There is a tendency to lump these two functions together. Although they are overlapping and similarly focused on enrollment, there are subtle differences in how they should be designed and implemented. It is essential to get things right from the beginning. This workshop will explore the similarities and differences of these complementary, but clearly different, processes and provide participants with specific guidelines for assessing, refining and/or improving them.

Building Sector Partnerships for Regional Success
How can the workforce system work with other organizations, educational institutions, and the business community to build effective partnerships? This workshop will teach board members, workforce development area staff, economic development professionals, and other conference attendees about sector partnerships. Sector partnerships are an effective workforce development strategy and are now a required practice under the Workforce Innovation and Opportunity Act (WIOA). Workshop participants will learn what a sector partnership is, best practices to establish sector partnerships, and how sector partnerships fit with WIOA. Additionally, examples will be used from the Carl Vinson Institute of Government’s successful work with the State of Georgia on the Governor’s High Demand Career Initiative and with Cobb County, GA on a regional sector partnership project. The workshop will cover the “business case” for effective sector partnership strategies including meeting the needs of local businesses, providing training and job opportunities to individuals, aligning education and training providers with local business needs, measuring the success of sector partnerships, and ultimately improving the workforce climate.

Robust Business Services! Build a Workforce from the Inside-Out
As unemployment rates drop, the pool of candidates to fill job openings is dwindling. It is time to focus on employee retention and developing strong workplace cultures. After multiple discussions with businesses, we discovered there is a huge need for business trainings in our area. Starting in May 2014, we introduced our first training at an employer event. We completed three total sessions for over 80 participants. After this training, businesses came knocking on our door to request us to train their employees onsite. Our Tune Your Talent package was developed. We now offer 13 different trainings based on employers’ request and customize our material to meet their needs. Since May of 2014 we have completed 88 trainings to 159 businesses and have reached 1,947 people. Learn what topics businesses are searching for, what questions to ask businesses to discover their greatest needs, and how to customize your material to meet their requirements. We will share our presentations and talking points with you to introduce to your businesses. We will also provide tips on how to keep employees engaged while completing hands on and discussion based activities.

From Clark Kent to Superman: Personality Type to Super Power
Job Seeker, Career Agent, Supervisor or Director – Success comes from many factors. Knowing who you are, what you bring to the table every day, and how to work with others are key ingredients. The recipe has a secret sauce: You. Knowing your “Personality Type” strengths, challenges, and career satisfiers (your Super Powers) can help you make decisions that consistently build confidence, courage, and satisfaction. When you demonstrate your Super Powers, others will respond positively and up their game, as well. Learning about others, their Type and Super Powers, will increase the chances that you do not become their “Kryptonite.” Job Seekers with
multiple barrie
ers need to connect to their self-worth before they can engage in solution-based work to remove their barriers. “Personality Type and Temperament” self-awareness and validation are the booster shot that gets us all moving in the right direction.

Creating a Network to Increase Opportunities for Special Populations
When working with special participant populations such as those at risk or experiencing homelessness it can be very challenging. The barriers these individuals and families face are massive due to the varying personal and professional barriers they have. Through evidence-based practices, Friendship Place’s AimHire program has found innovative solutions to best serve these populations. In this workshop, attendees will learn multiple best practices in serving special populations with a specific focus on Job Development and Building Partnerships. These two competencies are vital when serving special populations, because when done correctly with an innovative approach you can dramatically increase opportunities for your program participants while reducing challenges. Furthermore, there is new language in WIOA that requires each state to develop a unified strategic plan that includes priorities for serving vulnerable and homeless adults and to establish new approaches to serve vulnerable, out-of-school youth. Attendees will also learn valuable evidence based best practices in this workshop to help further address this WIOA requirement as well.

Innovative Strategies for Jump Starting Careers in High Demand Industries
Are you looking for a way to positively engage Young Adults into sophisticated career pathway planning that is meaningful for their career success? Are you looking for a solution that can be quickly applied for effective and efficient performance results? If the young adults you are serving are in need of jump-starting their path to career success with enthusiasm and optimism, this workshop will share innovative strategies based on collaboration, sound research, and principles of Positive Youth Development. These techniques include areas important to Young Adult success through a series of workshop topics, assessments and activities that lay the groundwork for program participation and the development of a Career Pathways Portfolio. Based on the self-discovery that takes place during the program experience, Youth determine sector-based interest and further explore occupations within their regions’ high demand industries. Through these career exploration activities, career planning, goal setting and industry evaluation, Youth transition into a seamless flow towards placement in employment, education or training, and/or work-based training, utilizing a variety of WIOA Program Elements in support of their anticipated goals. All paths are customized to meet the unique needs of, and create a Career Pathway for, each young person served.

Why Evaluate Public Workforce System
The Workforce Innovations and Opportunity Act (WIOA) requires state workforce agencies (SWA), in coordination with local workforce investment boards (WIB) and the State agencies responsible for administering the core programs (Adult, Dislocate Worker, Youth, Adult Education, Wagner-Peyser Employment Services, and Vocational Rehabilitation), must annually conduct evaluations of core programs. The purpose of the evaluations is “to promote, establish, implement, and utilize methods for continuously improving core program activities in order to achieve high-level performance within, and high-level outcomes from, the workforce development system.” This session will provide workforce professional with valuable information as they begin to think about and prepare for conducting evaluations under WIOA.
Accelerate Job Search Results Using LinkedIn
Standing out to attract ideal positions requires going beyond having a simple LinkedIn profile! In this session we'll discuss how personal branding has evolved and provide examples of contemporary LinkedIn profiles you can use to help candidates garner recruiter and hiring manager attention or stand out in search results. Then, we'll also share tips and tricks for candidates to use LinkedIn to manage their career - from choosing where to focus their efforts and how to effectively participate in group discussions, to best practices for connecting, adding value, and building a strong network.

Bridging the Gap: Sustainable Employer Relationships and Jobseekers with Disabilities
The Workforce Innovation and Opportunities Act (WIOA) includes a renewed emphasis on job-seekers with disabilities. From increased programmatic access to measurement and accountability, WIOA will have a far-reaching impact on the availability of supports and services to job-seekers with disabilities utilizing the workforce development system. This presentation will present findings and tools from the Diversity Partners project, a grant funded to Cornell University by the Department of Health and Human Services. The Diversity Partners team worked with stakeholders from the workforce development system, contingent labor, and disability service providers to learn more about the best way to “bridge” labor supply and demand on behalf of job-seekers with disabilities, by creating mutually beneficial and sustainable relationships with employers. We will share what we have learned from our research, and present information on the resulting no-cost situated learning modules for workforce development professionals.

WIOA Paves the Way for Apprenticeship through an American Apprenticeship Initiative (AAI) Grant
This interactive workshop will focus on a recently awarded AAI grant from USDOL “Partnership for Advanced Technology Apprenticeships in Manufacturing and Marine Engineering.” The project teams with 3 local workforce boards, 5 community and technical colleges and over 12 industry and union groups to build apprenticeship opportunities in Advanced Manufacturing and Marine Engineering. The specific roles and deliverables from each partner will be detailed and the challenges discussed. A comprehensive account of the role of the WDCs with navigation and employer engagement will be presented. Other topics covered will include diversity, youth offenders and long term unemployed entering into apprenticeship. The proposal builds on the effectiveness of the Industrial Manufacturing Academy (IMA), a college credit pre-apprenticeship high completion and employment rates. The baseline data from IMA, operated in partnership with 3 local workforce boards, will be distributed during the workshop. The presenters will also share the approaches used to create pathways to industry certificates, degrees and employment that lead to careers for lifetime. The final portion of the workshop will focus on methods to replicate this approach in other states and communities.

Selfies and Hashtags, Millennials by a Millennial: Breaking the Stereotypes
Millennials are lazy, entitled, impatient, unprofessional, and disrespectful, right? Yes and no. Millennials face these stereotypes everywhere they go, including in the workplace. While each generation has faced being labeled with unflattering descriptions from previous ones, the Millennials’ have proven to be incredibly tough to shake once reaching adulthood. However, could these undesirable traits have been passed on by society, technology, or even the parents? Be that as it may, understanding Millennials strengths and weaknesses and how to best motivate them can lead to a more cohesive workplace environment, better results, and maybe even have them inspire you! This workshop will help explain why Millennials have their distinctive characteristics, how to use them to everyone’s best advantage, and possibly most importantly: why no generation wants to admit they are at fault.
WIOA, The White House, Refugees and You

WIOA and the White House Task Force on New Americans frame a clear mandate for increasing workforce services to support refugee and immigrant economic integration. Workforce system stakeholders are already leading front line innovations to achieve measurable outcomes through culturally and linguistically-appropriate services to this WIOA-mandated, difficult-to-serve population. Learn simple, tangible program flow adjustments you can use in your own operations. Higher, the federally-funded national technical assistance program for refugee workforce development, will present new research on best practices and successful innovations from workforce programs nationwide. This dynamic, fast-paced session will also highlight an in-depth example from Baltimore or Portland presented by a senior workforce system leader instrumental in achieving success. Replicate field-tested approaches from American Job Centers already being recognized for their WIOA innovations to serve the highly motivated, work authorized refugee population. Learn from your peers and Higher to deepen cultural competency through staff development programs, expand candidate pipelines into industry-led career pathways and leverage meaningful community partnership with refugee resettlement agencies.

Strategies in Enrolling Out-of-School Youth

As workforce development boards and youth service providers from across the country ramp up their out-of-school youth enrollment in response to WIOA, some are struggling to either find these youth or they’re expending substantial effort to enroll them into programs. Gateway to College National Network, a nonprofit that supports communities in building sustainable pathways for out-of-school youth, has launched strategic enrollment action plans with communities around the country. In this session, Gateway will speak about their strategic enrollment planning process and how workforce development boards and youth service providers can implement this process to improve their recruitment strategies and increase enrollments. This session will contain information on how to engage your stakeholders and community partners in a strategic planning discussion in order to develop a community-wide movement around enrolling out-of-school youth. Attendees will also learn specific tactics to improve the enrollment process, such as reducing drop-off during the intake process, expanding a network of referral services, and using your greatest assets – current youth enrollees – to recruit new potential enrollees. Gateway to College is sharing this valuable work as part of a federal Social Innovation Fund to develop and implement enrollment strategies for out-of-school youth.

Integrating Financial Education within Workforce Programs

Many job seekers, particularly those with disabilities, have difficulty managing their money, using a budget, accessing safe and affordable financial services, and mitigating financial emergencies. Workforce Centers (under WIOA) and workforce professionals play an important role in supporting job seekers to build the financial skills they need. Strategies exist to improve the financial know how of job seekers, including those with disabilities, as a first step to greater financial and employment stability. WIOA provides new opportunities to integrate financial education within currently available workforce services. This session will (1) explore currently available curriculum, best practices, and community partners, (2) identify just in time moments to teach an individual financial strategies, and (3) introduce opportunities to integrate strategies into workforce services and improve collaboration with the financial capability community. National Disability Institute’s LEAD Center will share best practice examples from current efforts as well as training and demonstration projects National Disability Institute has been actively engaged in for the past ten years.

Education on the Fast Track: Utilizing ITAs as a Business Service

This presentation will discuss utilizing Individual Training Accounts (ITAs) as a business service. We will highlight two state pilot programs in which group training through ITAs was used to service multiple companies within a similar industry. In each case, the companies had a similar hiring needs and worked together to create an optimal training solution. Georgia LWDA facilitated the training and recruitment. WIOA participants were able
to attend the training free of charge and had multiple employment options upon graduation. Each pilot program had two sites within the state. The industries serviced through the program include construction, manufacturing, and logistics.

Certifications & Training: The Now, The New, and The Next
Hiring practices, industry trends, and coaching techniques are constantly changing, making it challenging to know where to turn for quality information. This session will provide an update on “the now, the new, and the next” in the industry and resources for workforce center professionals regarding professional development, including comparison of certification programs. Resources and information regarding certifications will be provided from in-depth experience with certifications ranging from coaching (job search/career), counseling, resume writing, branding, and more. Comparison information will highlight the strengths of programs from Career Thought Leaders, The National Resume Writers’ Association, Reach Personal Branding, The Academies, Resume Writing Academy, Career Directors International, the National Career Development Association, and more! Participants will walk away with a wealth of resources and an understanding of which resource will address specific needs or skills development goals.

How High-Demand Telework Jobs Offer Career Opportunities to Priority Populations
There are currently hundreds of thousands of vacant online, work-at-home jobs available in the U.S. – and this trend is growing. Telework jobs are in high-demand and provide access to worldwide employment opportunities for global corporations. These jobs are available via a high-speed Internet connection, allowing anyone, anywhere the ability to secure a job making competitive wages with flexible hours and unlimited advancement opportunities. The session will include: • Definition of telework and data overview of its growth in recent years • Examples of the benefits of telework opportunities for all demographics and priority populations • Personal stories and examples of successful telework implementations across various states • Open discussion on information and data presented

MAY 26, 2016

Value Added Business Engagement - For Beginners
This workshop purpose is to present two unique initiatives that are being used in our region for business and partner engagement. Through discussion and exploration of these initiatives and how they came about, workshop attendees will be given the opportunity to evaluate and share potential resources in their region that they can leverage to develop new and unique ways to engage their businesses and partners. Tell Us Your Story This initiative’s purpose is threefold: 1. Create an environment for workforce system partners to learn about regional business, from the businesses directly (from their culture to their competition) 2. Allows the business to articulate their immediate tactical need(s) 3. Create an environment for workforce partners to work together as a unit Roving Computer Labs The Roving Computer Labs’ (RCLs) main purpose was to establish "remote resource rooms" in small towns throughout our rural region (offering job search assistance and computer literacy). Another purpose of the RCLs was to provide a “value added” service to businesses.

Workforce Development Professional Apprenticeship: Industry-recognized Credentials for Workforce Development Professionals
The advent of WIOA has created new sets of challenges for our system’s workforce. New skills will be needed to meet the tenants called for by the new legislation. Now is the time to provide formal training and capacity building for the workforce system! This workshop will describe the new “Workforce Development Professional” Registered Apprenticeship program in California. This program will combine job-related technical instruction
with structured on-the-job learning experiences. Highlights will include the development and implementation of a "first of its kind" apprenticeship program for Workshop Development Professionals and will show how this training model can provide the successful combination of structured learning with on-the-job training. Learn how this multi-agency partnership formed and how your organization can use registered apprenticeship to get the skilled, professional workforce your system needs. The program is being developed by the California Workforce Association; the Sacramento Employment and Training Agency; California State University, Sacramento; Butte County Office of Education; and the California Community Colleges Chancellors Office; in collaboration with the California Division of Apprenticeship Standards. Successful completion of the program guarantees apprentices a promotion, which for many of the participants, could result in more than a 9% increase in pay!

Engaging Employers: Job Development Strategies that Get Results!
Working with and meeting the needs of your business customer is an important part of service delivery. Connecting qualified candidates, especially job seekers with disabilities, requires you to get to the What's In It For Me (WIIFM) Factor right away. In this workshop, you’ll leave with practical tools and strategies for successfully engaging with your business customer. We’ll first review the basics of developing employer relationships, including the ABCs of engagement. Then, we’ll discuss the value and services you bring to the table in order to get comfortable and clear on your value message. Next, we’ll go in depth into the consultative process providing you with specific things you can say or do to better identify business needs. We’ll wrap up the workshop by developing actions steps you can take once you return to your center to add additional value to your employer relationships.

A Blueprint for WIOA Implementation and Service Delivery Redesign
WIOA calls for workforce agencies to improve the efficiency and effectiveness of services and programs by strengthening and leveraging the relationships between the money we invest, the work we do and the incremental and long-term outcomes we generate. But how is this accomplished? Practitioners need guidance as to how to achieve these new levels of performance, insight, and transparency amid scarce resources and inefficiencies generated through the use of multiple, disconnected data management systems. This workshop is designed to provide a lively exchange of ideas, examine successful case studies, and offer actionable strategies and evidence on how to achieve high performance. Discussion topics will include Design Thinking approach to solving problems, how to motivate clients, how to develop common intake procedures, how to leverage assessments in crafting effective employment plans, and suggestions for designing an integrated case management system. Working together, the presenters and audience will examine effective approaches that can help to answer the most critical questions facing those working in the public sector today: Are we making a measurable difference? What works? How can we do better?

WIOA Requires You to use LMI – We’ll Show You How
Learning how to harness labor market information is a crucial step toward increasing the efficiency and effectiveness of our workforce development efforts—plus, WIOA requires us to use it. Boards are increasingly finding innovative and practical ways to use traditional labor market information and job postings data tools. Eastern Workforce Investment Board in Oklahoma is no exception. In this session, Eastern WIB and EMSI will discuss how key data metrics and analyses can be applied in a variety of scenarios to inform programmatic decisions, support business engagement efforts, and improve performance.

Follow the Yellow Brick Road: Career Paths in Workforce Development
Are you a workforce development professional seeking to learn more about career opportunities in workforce development? Are you an organization seeking to invest in staff development? For a workforce development professional, the career path may not be as clear as in other fields. How can a workforce development
professional advance and get promoted? What knowledge, skills, and experience is necessary for career progression? Is it possible to "work your way up" in workforce development? Unfortunately, the road for a workforce professional is not as clear as it was for Dorothy to find the wizard. As part of the inaugural cohort of NAWDP's New and Emerging Professionals Initiative, research was completed to analyze the skills, knowledge, education, and experience that workforce development professionals need in order to advance into different positions. The end result not only defined what key elements for advancement were necessary for each position, but provided information that individuals can use for career planning, organizations can use for staff development, and that NAWDP has used to create a committee dedicated to the education of new workforce development professionals.

Concierge Service Delivery: Enhancing the Customer Experience
In response to WIOA’s challenge to produce a more customer centered and quality focused intake process, we have developed a new model for customer service. Our concierge service delivery not only improves the quality of our customer’s experience, but drastically reduces wait time, provides more holistic initial assessments, and ensures that the customer is directed to the services needed. The backbone of our concierge service delivery is the universal initial assessment form that enables the Career Services Consultant to determine the customer’s Priority of Service and make knowledgeable referrals to programs appropriate to the customer’s needs. Our presentation will explain our concierge service model and how we use it to enhance the experience our customers receive at our centers, how it has reduced our customer’s wait time by more than 50%, and how it has empowered staff to provide our customers with a more complete range of services. Then we will explain how we utilize the universal initial assessment form to establish Priority of Service, to obtain the customer’s career goals, to direct our customers to the services they require efficiently, and to motivate our customers by providing them with relevant employment and educational information.

Perfecting the Pipeline: Partners, Program Design and Performance Outcomes
Learn how developing strategic employer relationships in the healthcare sector can result in a pipeline training model for job-seekers who would otherwise be overlooked. The workshop consists of an analysis of 2 successful JVS pipeline programs developed for and implemented at a community health center and a major Boston hospital. We will explore how to engage partners using return on investment data and identify various means of funding for a pipeline program. We will then look at program design: recruiting and screening trainees to an employer’s specifications, developing & delivering a professional skills curriculum that complements traditional employer onboarding, and integrating career coaching. Lastly we will look at program outcomes, including hiring & retention data, and review best practices. The workshop ends in an interactive exercise to get participants thinking about how to employ the model in their own contexts.

PLAYING WITH FIRE: Conflict, Communication, & Your TRUE COLORS At Work!
What is YOUR leadership style? How can your style work in conjunction with different leadership styles? Furthermore, what are some of the potential conflicts, partnerships, clashes, and compliments that your style can have with those around you? Often we immediately assess workplace conflict as an inevitable outcome of the diverse workstyles around us. However, skilled workforce development professionals can utilize a tool like True Colors to not only forecast the different approaches used in the workplace, but also bridge the divide that often exists between coworkers utilizing their own leadership styles and strategies. Join us for this highly interactive presentation that you can put to IMMEDIATE application in your work setting, and beyond!

Helping Veterans Thrive: New Partnerships and New Resources
Do you have clients, family, or friends that have served our country? Have you ever found yourself talking with a veteran about their military experience and civilian work? Did you think you might be speaking two different languages? If those of us that serve veterans sometimes have difficulty understanding what is being said, it is reasonable to assume that employers may not recognize how the abilities and skills of a returning veteran can benefit their business. By building a better understanding of military life and culture, you will be better prepared to tap community resources to help ensure veterans find work and successfully reintegrate into their communities. Learning about the principles and the high standards by which veterans live, you can better relate to your veteran clients and better inform employers about the benefit of hiring veterans. This workshop will provide proven methods to help translate military experience to civilian job skills, demilitarize resume language, and prepare for interviews. You will leave this session with knowledge and resources you can use in your own organization.

**Implementation of WIOA: Career Pathways for the Long Term Unemployed**

This session will provide a combination of presentation and small group discussion to share national best practices and local implementation for development and implementation of career pathways programs for customers as they move toward economic success. Attendees will have an opportunity to share local strategies for building a strong program.

**Transformations and Transitions: The Human Centered Approach to WIOA**

“How does WIOA affect my day-to-day job duties?” You’ve probably heard that question from your staff, and with the implementation of WIOA, you may ask yourself if your staff are well-prepared for the transition? Are you prepared to address the manner people handle change? Being a constant-changing industry, this workshop will focus on utilizing the Human-Centered Design approach to develop innovative solutions to problems. Come learn of our local success with this design process, and how to encourage autonomy within staff during this critical transition.

**Building Dynamic Workforce/Business Partnerships**

Major disconnects continue to inhibit the partnerships, collaboration, and integration of the systems essential to meeting 21st century world of work challenges. Evolving from WIA to WIOA is another attempt to provide solutions to problems of disconnection, dysfunction, and a lack of dynamic partnerships between Workforce Development, Business and Industry, and our Educational Systems. Studying the outcomes of well-developed, functioning projects and examining the steps that created their success can provide understanding of dysfunctions and disconnects in general, as well as provide strategies for growth and change. For instance, we have learned that language and communication styles are critical concerns in attempts to integrate systems, as well as the clarification of goal definitions and expectations and assuring their alignment. Additionally, at the point of project implementation, systems must go beyond collaborative behavior and develop an interdisciplinary team approach to their interactions. This workshop will draw knowledge from two 21st century business endeavors, where workforce and industry successfully collaborated and produced outcomes favorable to both. What behaviors contributed to success and why? What and how were specific workforce strategies implemented? Emphasis will be upon how business leaders were engaged and how all the systems worked together for the common good.

**Section 188: A Blueprint for Improving Access & Equal Opportunity**

In July 2015, the U.S. Department of Labor issued the Promising Practices in Achieving Universal Access and Equal Opportunity: A Section 188 Disability Reference Guide. This Guide, authored by the National Center on Leadership for the Employment and Economic Advancement of People with Disabilities (LEAD) with input and guidance from multiple federal agencies, provides updated information and examples to help American Job Centers (AJC) meet the nondiscrimination and accessibility requirements for individuals with disabilities in
Section 188 of the Workforce Innovation and Opportunity Act. This session will highlight the 188 Guide as a practical resource for improving and promoting equal opportunity and access to services for job seekers (with and without disabilities) in the workforce system. In addition, the State of Missouri will highlight their proactive approach to universal access, including lessons learned from a recent 188 Pilot Project. State representatives will share the development and implementation of a plan to capture real-time perspectives of AJC customers (both job seekers and employers) as well as other activities that were identified based on the resources found in the 188 Guide.

The Four P’s of Effective Placement: Perceptions, Pipelines, Partnerships, Practice
The achievement of successful WIOA employment outcomes requires strong partnerships and collaboration among job seekers, workforce development professionals, and employers. This interactive session will present practical tools and strategies for the implementation of effective job development and candidate sourcing practices for individuals with disabilities, including youth and veterans. Best practices for supporting employers in their effort to establish inclusive workplace cultures will be highlighted. Key issues such as industry-driven training for job seekers, the need for job developers’ familiarity with and understanding of local labor market needs and the ever evolving business language spoken by employers will also be addressed. With new Section 503 and VEVRAA requirements impacting the federal contractor community, the discussion will also focus on the self-identification dilemma faced by job candidates and employees with non-visible disabilities and offer strategies for increasing the likelihood of disclosure. Lastly, presenters will share information on successful internship and mentoring programs for individuals and veterans with disabilities and highlight the value of these opportunities for both job seekers and employers. Additional results-driven placement practices will be reviewed to facilitate effective business partnerships for maximizing successful employment outcomes.

WHAT EMPLOYERS WISH YOU KNEW: 7 Proven Job-Winning Techniques
You never know why you don’t get hired. Employers can’t tell—but wish you knew—they don’t pick mediocre. Based on examination of the most important factors impacting hiring decisions, we will uncover a targeted web-based, hybrid training model showcasing outcomes with diverse populations. Following 18+ years of hands-on research, assessment and training, this session will offer an innovative working model overview of the 7 proven techniques every practitioner and career services team should integrate and standardize in their in-house program, or expect from providers as part of their job readiness placement program for clients. Addressing additional needs for disabled, veteran, ex-offender and at-risk populations, the overall program delivery process, multi-media considerations and facilitator parameters will be discussed. Participants will be informed, inspired and empowered to identify, strategize and implement potential cross-platform changes in schools, non-profits and agencies to focus attention and offer solutions for helping others gain and maintain suitable employment. Program evaluation data will be provided.

Aligning Workforce and Economic Development CAN WORK!
Providing quality services to the business community is an essential component in WIOA and workforce organizations will need to partner with economic development more today than ever before. In Lucas County, Ohio, the decision was made to merge workforce and economic development into one unit with the goal being to better assist area businesses struggling to find skilled workers and to help job seekers understand the needs of businesses. While workforce development was a county function through the Workforce Development Agency, economic development was handled by an external public/private partnership. As a result, the two organizations communicated and collaborated infrequently. Combining the two into the newly created Lucas County Department of Planning and Development created an opportunity to build a system addressing business growth and job creation from both ends of the spectrum. This workshop will discuss some of the challenges faced in trying to combine organizations with different languages and viewpoints as well as successes and
lessons learned along the way. Central to this presentation will be ideas for improved communication and cooperation, on strategic problem solving, and for creating a similar dynamic between economic and workforce programs with and without merging the organizations.

Creating CAREing Conversations to Empower Clients
Building on current research indicating that many youth and citizens see little hope for their future, the art of creating CAREing Conversations to engage and empower clients will be presented. (Caring And Responsive Educators) Professionals who work directly with clients will (1) review the research that led to the creation of strategies they can use with clients (2) practice the art and techniques of engaging in conversations through role played session, (3) learn to utilize the workshop materials, power-points, and handouts to conduct their own professional development for colleagues and employees (4) review the research and data surrounding CAREing Conversations.

Promoting employment and self-sufficiency through Social Security Programs
Now that vocational rehabilitation and workforce services are more closely aligned, it is important that all workforce professionals understand the basics of Social Security Disability programs. The Social Security Administration has two main programs to assist disabled clients who are looking to return to work and to increase their self-sufficiency. The Ticket to Work program (TTW) has been designed to provide employment services through a network of agencies in the local community. The Work Incentives Planning and Assistance (WIPA) program has been designed to provide support to clients who want to return to work to make a successful and profitable transition to the workforce. Both programs provide different level of assistance to disabled job seeker to find the support needed to become more self-sufficient. Finally, this workshop will provide an overview of work incentives under the Social Security Disability programs and how to overcome common problems.

Building Effective Employees: Why Healthy Relationship Skills Matter to Employers
Balancing the demands of work and family can be stressful for all of us. For many employees, a common source of stress from home is their relationship with their spouse or partner. In one survey, 22 percent of employees said personal relationship issues were their biggest distraction at work. Another study estimated that American businesses lose $6.8 billion a year due to work loss and decreased productivity linked to marital problems. Interpersonal skills like communication and healthy conflict management affect couple relationships as well as parent-child relationships and transfer into school, community and work environments. Unfortunately, many individuals didn’t have parents that modeled healthy communication, conflict management, effective parenting, and financial management. Social service providers and employers are in a unique position to provide informational opportunities that promote healthy family and marital relationships as an effective strategy to improve interpersonal skills and productivity in the workplace. This workshop will overview what healthy relationship education is; discuss key elements of healthy relationships; offer strategies for integrating relationship education into both social service and workforce development models; and, provide free, research-based tools and resources to help agencies build capacity to strengthen employee families and improve productivity.

"Learn and Earn" Model for Customized Training
This workshop will describe how Workforce Resource tackled the problem of student retention in our short-term, customized Manufacturing Training Academy by partnering with a local manufacturing business to create a "Learn and Earn" model for the academy. Our Manufacturing Training Academy was designed based on the needs of local employers, incorporating instruction in blueprint reading, geometric dimensioning and tolerancing, industrial mathematics, critical core manufacturing skills, OSHA 10, Lean Manufacturing, as well as First Aid and CPR certification. In hosting our first two cohorts, starting in the fall of 2014, we encountered
problems with retention because of people needing to look for work in order to have income. Only students receiving Unemployment Insurance benefits received monetary assistance while attending. Our solution to the problem for the third cohort, which graduated September 11, 2015, was to partner with a local business to allow students to apply their knowledge in the afternoon on site at the business while also earning a paycheck to insure retention and completion, which ultimately led to the students gaining a set of skills that is greatly needed in our area by local manufacturing employers. This model will also be applied to future customized training opportunities.

Building Your Program's Future: Partnering for Shared Vision
No matter your business’s economic landscape, partnerships are key to your future and success. But, where do you begin? Who should you reach out to for partnership? How do you maintain those partnerships, and why should you do this? The most successful programs and businesses have a tremendous network of partners, they use them, and support the partner’s endeavors. Through interactive discussion and guided planning, this workshop will assist participants in exploring the opportunities that exist through developing partnerships, offer “tools” to engage connections and strategic use of data and narrative to measure performance. Partnership is key, but it isn’t about luck. There’s an art to it...luck is where preparation and opportunity meet, and now is the time to build your program’s future

The Power of Partnerships: WIOA Youth Committee
The passage of the Workforce Innovation and Opportunity Act (WIOA) has provided an opportunity for Workforce Development Boards and local areas to change the way they do business. Among the opportunities is the chance to refocus their WIOA Youth Programs, specifically on Out of School Youth and work based learning. Local boards are no longer required to have a youth council made of mandatory partners. However, a board can elect to create a standing youth committee to support the youth program. This new brand of Youth Council represents a unique avenue though which a local board can develop and shape their youth program or build upon a strong foundation from an existing youth council. This presentation will assist participants in understanding the importance of adopting a strategic selection process when building their youth committee. In addition participants will learn how to utilize the committee to provide leadership, assist with planning, recommend policies and system design, aid in recruitment, and diversify resources. Participants will also understand how strategic minded youth committees can impact youth services through real world examples.

Serving Disconnected Young Adults: Lessons Learned from @LIKE Program
There is a breadth of literature related to effective strategies in serving young adults (ages 18-24) through the public workforce system, system stakeholders need proven strategies to meet expanded Workforce Innovation and Opportunity Act (WIOA) Youth target population requirements. This workshop will focus on unique and intensive recruitment, outreach, and engagement strategies employed by Linking Innovation, Knowledge, and Employment (@LIKE) program to serve disconnected young adults. This workshop will also present preliminary findings on overall program impacts. @LIKE is a workforce development program in southern California focusing on reconnecting disconnected young adults and providing them with career pathways. Disconnected young adults are defined as individuals who are disconnected from education and employment for at least 90 days. @LIKE builds on the best practices and research on how to serve disconnected young adults, assigning each participant a dedicated Life Coach, utilizing innovative social/psychological assessments to understand participant needs and provide tailored services. These services respond to needs of each participant and focus on overcoming barriers to achieving employment and educational outcomes. Given the new requirements of WIOA to serve more out-of-school disconnected youth with formula funds, @LIKE provides a road map to service providers in reaching disconnected young adults.
Innovative ways that improve and streamline WIOA Career Services

Service Delivery: Innovative ways that improve on Career Services under the Workforce Innovation and Opportunity Act (WIOA). RichmondWORKS has completely changed the way career services are delivered in our One-Stop Center. Find out how we were able to create and change an entire service delivery process that was over 15 years old. This process provides a streamlined pathway to career services while improving on customer service and WIOA data tracking. The presentation will include details regarding the flow and process of RichmondWORKS’ service delivery system from Basic Career Services through Assessment, Career Counseling, and Eligibility to Individualized and Training Career Services; WIOA participant’s ultimate arrival at the preferred employment/career goal. Also included are the newly added components of the Career Center Advisors (their new roles), the tracking piece under Basic Services and the Career Pathway mapping system utilized by the Career Planners to counsel and provide clear career goals for the participants enrolled under Individualized Career Services.