

# WIOA Action Plan for the State of Delaware

## WIOA Action Plan

### Action Plan

Provide a brief description of your action plan that includes the specific steps that will be taken to remedy the deficiencies, benchmarks that will be used to monitor progress, and the timeline for correcting each of the remaining deficiencies.

DWDB-Potter September 1, 2016

#### MEMORANDUM FOR RECORD

Subject: Delaware Plan to Address Deficiencies and Improve the State's Plan

1. The Delaware Workforce Development Board (DWDB), the Delaware Departments of Labor, Education, and Health Human Services sincerely thank the plan reviewers and the US DOL Region 2 leadership and staff for their insight as the First State works through the steps of improving its 4 Year Demand Driven Workforce Innovation and Opportunity Act State Plan.

2. While the First State will rectify the deficiencies noted in the Jun 28, 2016 letter to Delaware Governor Jack A. Markell, state workforce development leaders see the opportunity to create a better plan that is more transformative.

3. To that end, the DWDB and its State Core and One Stop Partners - with the concurrence of the Federal care partners - are "going back to the drawing board" and rewriting Delaware's Workforce Strategic Plan.

4. On August 16, 2016 the leaders of Delaware's publicly funded workforce system met to develop steps to chart a new path forward. Three important concepts emerged:

a. Strategic Planning Retreat. The DWDB will hold its strategic planning retreat on November 1, 2016 with three goals for the day.

1. The first goal is the redevelopment of the organizational vision, which will drive plan development and planning choices for the DWDB.

2. The second goal is the reconstitution of the board's RFP process. This is a complex task which will require a complete rewrite of the Annual Funding Guidelines. The Guidelines are the annual policy statement governing the spending of all workforce funds.

3. The third goal is the incorporation and expansion of pathways to prosperity, which to expose Youth to a variety of job possibilities and pathways.

b. Strategic Planning Rewrite. While the matrix below clearly charts out the path to answer the deficiencies, the DWDB intends to go further than is required and create comprehensive plan. This plan will focus our short term and intermediate effort. Key tasks include:

1. Hiring an experienced workforce consultant to facilitate the development of the new strategic plan.
2. A reemphasis of the DWDB and Core Partner Strategic Visions.
3. The creation of a Strategic Planning Steering Committee composed of Delaware Cabinet-level representative of the state's Core Partners.
4. Greater transparency between partners relative to application of multiple resource streams.

c. Process Redesign/Process Mapping. The Strategic Planning Steering Committee, under the auspices of the DWDB, will hire a consultant to conduct a business mapping. Wikipedia defines business mapping as, "**Business process mapping** refers to activities involved in defining what a business entity does, who is responsible, to what standard a business process should be completed, and how the success of a business process can be determined. The main purpose behind business process mapping is to assist organizations in becoming more efficient. A clear and detailed business process map or diagram allows outside firms to come in and look at whether or not improvements can be made to the current process." Simply, we intend to identify Delaware's current workforce system state; identify the future state we want to achieve; and determine what the delta is between those two points and use the delta to develop Delaware's comprehensive plan. We realize this process will not be quick and requires a commitment of several years.

5. Delaware is excited about the opportunity this rewrite gives us and look forward to working closely with our federal and state partners. Below are Delaware's milestones.

6. I am the point of contact at 302-761-8163 or [william.potter@state.de.us](mailto:william.potter@state.de.us).

William J. Potter

Executive Director

Delaware Workforce Development Board

<p>II.a.1.B.iv -- Workforce Analysis. The State did not provide an adequate response to address apparent skill gaps among the workforce compared to the skills needed for high-demand, high-growth jobs within the State.</p>	<p>DWDB convenes Strategic Planning Steering Committee (planning committee) composed of the leadership of all state core partners and select NGOs ETA Region II is included in the partners</p>	<p>Strategic Planning steering Committee begins identifying populations and geographic areas upon which it wants to focus.</p>	<p>Strategic Planning steering Committee begins identifying populations and geographic areas upon which it wants to focus.</p>
<p>II.b.2 Goals. The State did not provide a clear explanation of its strategic goals for developing its workforce and meeting</p>	<p>DWDB convenes Strategic Planning Steering Committee</p>	<p>DWDB Steering Committee develops agenda for Strategic planning retreat. The Development of a strategic vision</p>	<p>Delaware Workforce Development Board</p>

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<p>employer needs.</p>	<p>composed of the leadership of all state core partners and select NGOs. ETA Region II is included in the partners.</p>	<p>is a key tasks for the retreat. Strategic Planning Steering Committee hires a consultant/facilitator with workforce strategic planning experience.</p>	<p>Th c  acc Stra</p>
<p>III.a.2.B -- Alignment with Activities outside the Plan. The State's response did not adequately explain the coordination of services strategy among and between its partners to support shared customers in achieving their goals.</p>	<p>DWDB convenes Strategic Planning Steering Committee composed of the leadership of all state core partners and select NGOs. ETA Region II is included in the partners.</p>	<p>Planning committee begins charting path forward relative to state core partners and select NGOs focusing on customer for all core partners.</p>	<p>Strate the s and i  refer  segr t pu durin Plan c</p>
<p>VI.a.1.D - Provide the appeals process referred to in section 121(h)(2)(E) of WIOA relating to determinations for infrastructure funding. The State did not address this element in its Plan.</p>	<p>DWDB convenes Strategic Planning Steering Committee composed of the leadership of all state core partners and select NGOs ETA Region II is included in the partners</p>	<p>Core partners review 121(h) (2) (E)</p>	
<p>VI.b.4 - Describe how the State will implement and monitor the priority for public assistance recipients other low-income individuals, and individuals who are basic skills deficient in accordance with the requirements of WIOA sec. 134 c(3)(E), which applies to individualized career services and training services funded by the Adult Formula program.</p>	<p>DWDB convenes Strategic Planning Steering Committee composed of the leadership of all state core partners and select NGOs ETA Region II is included in the partners</p>	<p>Steering Committee begins identifying screening criteria for prioritizing clients. Steering Committee reviews 134 c(3) (E)</p>	<p>proce</p>

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<p>The State's response lacked adequate detail in its description of how it will implement and monitor the priority for public assistance recipients, other low-income individuals, and individuals who are basic skills deficient.</p>			
<p>VI.e.2 - Outreach Activities. The State's response is not adequate because the State did not describe how the State will provide technical assistance; increase outreach worker training and awareness across core programs, including the UI program and identification of UI eligibility issues; and provide professional development activities to MSFW program outreach workers. In addition, the State did not describe how outreach efforts will be</p>	<p>DOL-DET submits a letter to Region II asking to rewrite Delaware's plan for the Migrant Seasonal Farm Worker Program.</p>	<p>DOL-DET MSFW Administrator convenes workgroup</p>	<p>Wo</p>
<p>coordinated between the State and its partners in order to locate and contact MSFWs who are not being reached by the normal intake activities conducted by the local offices. The Plan</p>	<p>DOL-DET submits a letter to Region II asking to rewrite Delaware's plan for the Migrant Seasonal Farm Worker Program.</p>	<p>DOL-DET MSFW Administrator convenes workgroup</p>	<p>Wo</p>
<p>did not explain whether the State intends to conduct joint or separate outreach.</p>	<p>DOL-DET submits a letter to Region II asking to rewrite Delaware's plan for the Migrant Seasonal Farm Worker Program.</p>	<p>DOL-DET MSFW Administrator convenes workgroup</p>	<p>Wo</p>
<p>VI.e.3.C - Marketing the Agricultural Recruitment System (ARS) to agricultural employers and how it intends to improve such publicity. The State did not</p>	<p>DOL-DET submits a letter to Region II asking to rewrite Delaware's plan for the</p>	<p>DOL-DET MSFW Administrator convenes workgroup</p>	<p>Wo</p>

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<p>adequately address the element. The State did not explain how ARS will be marketed to employers and how publicity about ARS services will be increased or otherwise improved for employers.</p>	<p>Migrant Seasonal Farm Worker Program.</p>		
<p>VI.e.4 - Other Requirements. The State provided a response but did not include a statement confirming NFJP grantees, other appropriate MSFW groups, public agencies, agricultural employer organizations and other interested employer organizations have been given an opportunity to comment on the Agricultural Outreach Plan (AOP). The State did not include the list of organizations from which information and suggestions were solicited, any comments received, and responses to those comments. The State must: review data reports on performance from the previous four years and state whether the State has been meeting its goals to provide services to MSFWs that are quantitatively proportionate (in the amount or number) compared to non-MSFWs. If goals have not been met, the State also must explain why it believes the goals were not met and how the State intends to improve its provision of services in order to meet such goals. The State did not provide additional information on how it assessed progress, including statistics to substantiate achievements or deficiencies in reaching goals (e.g. outreach contacts, field checks, increased partnerships, etc.).</p>	<p>DOL-DET submits a letter to Region II asking to rewrite Delaware's plan for the Migrant Seasonal Farm Worker Program.</p>	<p>DOL-DET MSFW Administrator convenes workgroup</p>	<p>Wo</p>

<p>II.a.1.B.iv -- Workforce Analysis. The State did not provide an adequate response to address apparent skill gaps among the workforce compared to the skills needed for high-demand, high-growth jobs within the State.</p>	<p>DWDB convenes Strategic Planning Steering Committee (planning committee) composed of the leadership of all state core partners and select NGOs ETA Region II is included in the partners</p>	<p>Strategic Planning steering Committee begins identifying populations and geographic areas upon which it wants to focus.</p>	<p>Strate the de lattice desig</p>
<p>The State</p>			
<p>must provide an affirmative statement that the State Monitor Advocate reviewed and approved the Plan.</p>	<p>DOL-DET submits a letter to Region II asking to rewrite Delaware's plan for the Migrant Seasonal Farm Worker Program.</p>	<p>DOL-DET MSFW Administrator convenes workgroup</p>	<p>Wo</p>

## Progress/Updates

Provide the necessary updates as described in your Action Plan.