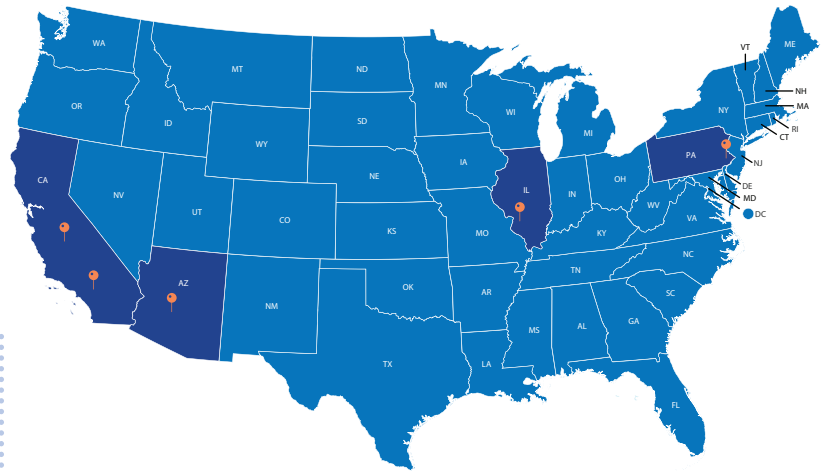


As part of technical assistance offered as the public workforce system implements WIOA, a National Challenge was launched which encouraged states, regions, and local workforce boards to form teams who immersed themselves in their customers' environments and re-designed services based on observations of this research. The Challenge provided access to a free 7-week online customer-centered design course, and coaches from High Impact Partners were assigned to provide support throughout the Round 3 Challenge. The Round 3 Challenge culminated in a Learning Exchange & Symposium at the U.S. Department of Labor in October 2017, where top teams shared their project learnings and design impacts with key Department leaders and federal staff.

 **5 Teams**

 **5 Cities**



### KEY FOCUS AREAS

-  Career Education & Training Certifications
-  Shared One-Stop Customer
-  Employer in Center

EDWARDSVILLE,

**IL**



NORRISTOWN,

**PA**



PHOENIX,

**AZ**



SAN BERNARDINO,

**CA**



VISALIA,

**CA**



### PARTNERS

Workforce Board Staff, Adult Education and Literacy Programs, Economic Development, Community Organization, Higher Education, Dept of Labor TAAACCT grant funded consortium

WIOA Title I Programs (Adult, Dislocated Worker, Youth), Perkins postsecondary vocational education activities

One-Stop staff representing Maricopa County WIOA Title 1 Career Services Title 1 Grants & Contract Administration, the Veterans Workforce Program, and Business Engagement staff. Case management and reporting system staff, Workforce Program and Policy staff that support the State Workforce Advisory Council

Workforce Board Staff, WIOA Title I Programs (Adult, Dislocated Worker, Youth), Unemployment compensation programs

Workforce Board Staff, Adult Education and Literacy Programs, Higher Education

### CHALLENGES

How might we provide more coordinated workforce education and career opportunities regionally?

How might we connect industry-recognized credentials to PA-approved training programs for Montgomery County?

How might we put employers in the center of sector strategies and career pathway work?

How might we improve the customer experience and outcomes for our shared customers?

How might we put businesses at the center of career pathways and sector strategies?

### IMPACT

1. Extending project scope to additional populations
2. Project recognized with a prestigious "Focus St. Louis What's Right with the Region" award in the Emerging Initiatives category

1. Use of data by staff and coaches to assist and counsel customers
2. Increased interaction between training providers and staff

1. Redirection of Office of Economic Opportunity resources to develop standard sector partnership data tool
2. CCD philosophy is becoming a part of the statewide culture

1. Team members have grown into their leadership roles
2. More staff are presenting ideas they think would benefit customers

1. Strengthened bonds among team members
2. After successfully testing the I3 model, a local employer plans to implement it in February 2018