

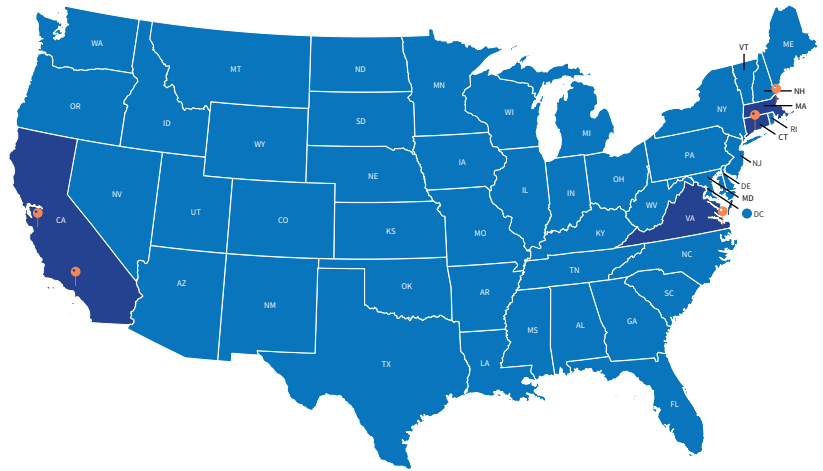
As part of technical assistance offered as the public workforce system implements WIOA, a National Challenge was launched which encouraged states, regions, and local workforce boards to form teams who immersed themselves in their customers' environments and re-designed services based on observations 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 4 Challenge. The Round 4 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

 Shared One-Stop Customer



**GLENDALE,
CA**



**NEW HAVEN,
CT**



**NORFOLK,
VA**



**SALEM,
MA**



**SAN JOSE,
CA**



PARTNERS

Workforce Board Staff, WIOA Title I Programs (Adult, Dislocated Worker, Youth), One-stop Operator, Wagner-Peyser Programs, Veterans Employment and Training, Adult Education and Literacy Programs, Vocational Rehabilitation, Community Organization, Higher Education, Perkins postsecondary vocational education activities, Trade Adjustment Assistance and NAFTA-TAA programs, Unemployment compensation programs, Employment and training programs administered by the SSA, Welfare-to-Work

Workforce Board Staff, WIOA Title I Programs (Adult, Dislocated Worker, Youth), One-stop Operator, TANF

Workforce Board Staff, WIOA Title I Programs (Adult, Dislocated Worker, Youth), One-stop Operator, Wagner-Peyser Programs, Vocational Rehabilitation, Community Organization, Older Americans Act programs, Unemployment compensation programs, National and Community Service state grants

Workforce Board Member, Workforce Board Staff, WIOA Title I Programs (Adult, Dislocated Worker, Youth), One-stop Operator, Wagner-Peyser Programs, TANF, Veterans Employment and Training, Adult Education and Literacy Programs, Trade Adjustment Assistance and NAFTA-TAA programs, Unemployment compensation programs, SNAP and SNAP E&T programs, Welfare-to-Work

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

CHALLENGES

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

How might we improve the customer experience while moving people through service continuum toward employment?

How might we design a process track for multi-level needs?

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

How might we improve the tools for the collection of feedback regarding customer satisfaction to inform the process of refining the services delivered to our Job Center customers?

IMPACT

1. Led to an off-shoot project that makes co-case management a reality – a universal intake/co-enrollment process for customers with disabilities
2. Increased team morale and productivity

1. Increased awareness of the wide range of services available
2. Increased knowledge of what is most valued by customers when seeking services

1. Knowledge about CCD is being shared with staff
2. Additional staff will participate in future CCD Challenges

1. Continued collaboration with WIOA partners on CCD projects
2. Improved customer satisfaction
3. The North Shore Career Center has adopted CCD as an on-going initiative.

1. CCD project is being merged to engage businesses in the creation of relevant job opportunities in various local areas
2. CCD process used for future staff development