**WorkforceGPS**

**Transcript of Webinar**

**WIOA at Two Years: Continuing the Conversation**

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BRIAN KEATING: So I want to welcome everyone to today's "WIOA at Two Years, Continuing the Conversation" webinar. Again, we're going to jump right in here. Before we do, one last call, if you haven't already done so, to introduce yourself in that welcome chat. So definitely go ahead and introduce yourself now, if you haven't already.

And while you do that I'm going to briefly bring back these polls that you may have already voted in. Looks like many of you have voted, but there are actually two questions today that we want to know off the bat. One is we'd like to know if you are federal, state, or local staff. So go ahead and click the radio button on that first window on the left. And then right next to it you'll notice a window about telling us who you are in case you are a labor or workforce, adult education, vocational rehabilitation, TANF, or something else. And if you're something else, feel free to let us know what that something else is also in that welcome chat.

All right. Very good. Looks like people are voting. We're going to go ahead and wrap that up. So go ahead and make sure you voted. And it looks like local staff is the largest group representing us today, but state staff is also well-represented. We have some federal staff as well. And it looks like labor and workforce is the largest group for the second question and it looks like we have a lot of other something else's and it looks like you folks are introducing yourselves in that welcome chat. So thanks for that.

All right. I'm going to go ahead and take those polls down so we can move forward, and without any further ado I want to turn things over to our moderator today. Our moderator is Gerri Fiala, and Jerry is a deputy assistant secretary with the Employment and Training Administration with the U.S. Department of Labor. Gerri, take it away.

GERRI FIALA: Thanks, Brian, and hello to everyone. We're very happy to be with you today. Last we joined a couple weeks ago to announce the public availability of the WIOA final rules, and today we're going to delve a little deeper into that process. I'd like to kick off with another quick poll and find out who's read what since we last met. We would love to know if you have had a chance to review the final rule and where you are so far. So please take a moment, if you will, to click on the item which best describes where you're at with regard to reviewing the final rule. It will help inform our discussion later today.

MR. KEATING: All right. Great. And as many of you have noticed, your choices here are – the question again is, who's read what so far? And your choices are, I've read all five rules and the title specific rule for my program once and I'm starting on a second reading, yes, I read joint rule – the joint rule cover to cover but I'm still digesting the content, I have reviewed the provisions of most interest to me, and so far I've managed to find the final rule on the website. So that's what's going on there. Gerri, I'll turn it back to you to comment on what we're seeing so far.

MS. FIALA: And it looks like what we would suspect, that most people today are reviewing the portions – the provisions of the rule that are most interest to them, while there are still a number that are clearly have located the rule but will begin reading we hope soon. And with that I'm going to move on.

I'd like to introduce my colleagues, and I'll let each one of them say hello in the order they appear on the screen. First is Susan Golonka, the acting director of the Office of Family Assistance.

SUSAN GOLONKA: Hello, and I'm delighted to be here and joining everyone this afternoon from the Administration for Children and Families at the Department of Health and Human Services. And as many of you know, TANF and the community services block grant employment and training program, both ACF programs, are new partners at the One-Stop.

MS. FIALA: And I'd like to also introduce Janet LaBreck who is commissioner, Rehabilitation Services Administration.

JANET LABRECK: Hi. Good afternoon, everyone. I'm Janet LaBreck and we are happy to be here today and we are very much looking forward to your comments and your feedback. So thank you again for joining us today on this webinar.

MS. FIALA: And we're happy to have you here. We're happy to have Sue Swenson here. She's the acting assistant secretary, the Office of Special Education and Rehabilitation Services.

SUE SWENSON: Hi from the Department of Education, everybody. I'm really interested in learning as much as I can about what you think about your answers to the poll. So please step right up and answer all polls. It really will help us move forward.

MS. FIALA: Right. And Johan Uvin who's the acting assistant secretary for the Office of Career, Technical, and Adult Education.

JOHAN UVIN: Good afternoon, everyone, and happy to be part of this event and looking forward to all your input and questions.

MS. FIALA: Great. And finally, Portia Wu, the assistant secretary for the Employment and Training Administration.

PORTIA WU: Thank you, Gerri, and welcome to all our state and local and other partners who are on the phone today and to our sister federal agencies. It has been a terrific era of cooperation, and we plan to continue this close working relationship as we provide assistance to all of you in the field.

MS. FIALA: Thank you, Portia. We want to have a little bit of fun today and we want to celebrate the second anniversary of WIOA but we really would like to keep the momentum going and more importantly to keep the communication going among all of us. We want to start answering questions on the joint rule, and we have – a number of you have sent them in that we will use for today. And finally, we're going to give you a sneak peek of planned technical assistance, and it will be very important to get your feedback. We really want to hear from you. So please get engaged today.

And now, I will turn it over to Portia.

MS. WU: Happy anniversary, everyone. It has been a long journey already in the two years since WIOA has become law. We still have a ways to go through implementation, but we want to acknowledge this really important milestone and celebrate all we've accomplished so far.

So congratulations and happy anniversary to all of you. Many thanks to the federal team that has worked so hard to make the final regulations publicly available and provide important guidance, and also thank you to the teams at the state and local level who are doing so much to recognize the full potential for innovation and progress under the Workforce Innovation and Opportunity Act. We're very excited you're here, and of course we welcome those who are just joining us in this conversation for the first time, as well as those who are returning.

MS. SWENSON: Even if you're new to this conversation, we've all been building up to this moment. At all levels of the system we've been assembling the right teams to help us get the work done. We have also been working hard to make sure we're all staying focused on the customer. Quality customer service is at the center of this work. We've had a lot of hard conversations as a federal team, and we know your teams have too.

What's been great is that we've made new colleagues because it is those new and common understandings that have forged collaborative and stronger relationships. So congratulations to all, but our work is not done. As Portia noted, we continue to grow the team as we work toward building one system to serve our common customers. We look forward to working with you as we continue this important work.

As Portia noted, we wanted to celebrate, but we also thought it was important to check in with each of you. At a big milestone in a relationship it's always good to find out how that relationship is going. So let's take a poll to see how you guys are feeling about your significant others in the WIOA space, even the new guys.

MR. KEATING: All right. And here is another poll for you. So again, we want you to rate your team on its cross-agency coordination and readiness to meet the future. And your choices are, we are fully coordinated and having regular meetings and communications or you could say we are somewhat coordinated and have semi-regular meetings and communications or you might say we are not coordinated at all but we know each other or you might say we're just starting to coordinate and work together.

So again, go ahead and click the radio button on your screen that best matches whatever is most accurate for you, and again, go ahead and click the button on your screen that is a best fit. So looks like you're starting to vote. We want to make sure you are clicking the buttons. It looks like you are. So thanks for that. All right. Very good. All right. I'll turn it back to the team to go ahead and comment on what you're seeing there.

MS. FIALA: And it looks like that a lot of work has been done to build partnerships. I think that most people are characterizing themselves as somewhat coordinated and having semi-regular meetings and communications, and that's probably – given where we're at in the implementation process, that's quite an accomplishment. And the second largest group is actually underscoring full coordination and regular meetings and communication. So that's great work, everyone, and for those that are not coordinated but getting to know each other, you have to start these relationships and build on them. So we look forward to hearing about your progress.

OK. Brian, while people are finishing that, I'd like to have you open up the whiteboard. This is an important question that we have for you. It's your chance to tell us what areas of the regulations are generating the most questions for you, and please go ahead and throw your suggestions and ideas in the mix.

And this will be important, again, as we are refining our technical assistance plans for the future. While you're responding on the chat board, we're going to move into some of the questions that have been submitted since we last talked on June 30th, and the chat board, remember, is to really help you help us by adding questions in the chat. We will analyze this information afterwards and use it to pick up and inform our thinking going further.

Let's see how the chat's going. Wow. This is great. We are getting a lot of good suggestions, and please keep them coming. They're ranging from process and procurement to actual programmatic intervention. Number of things on performance and roles and responsibilities. So this is terrific. We will keep this chat whiteboard open for the remainder of this session so that you can continue to add other areas of the regulations that are generating the most questions for you. Again, thank you.

But I'd like to now turn to the second major portion of today's webinar, which is to explore some of the questions that you've already asked related to the joint regulation. So let's take a quick look at those questions. Why WIOA matters, One-Stop competition, One-Stop infrastructure, the accessibility of American job centers, career pathways and sector strategies, performance questions, and the joint final rule are sort of the big questions that we've heard to date. So I'm going to turn the first question on why WIOA matters over to Johan.

MR. UVIN: Thank you, Gerri. So the first question we received is the following. "How is WIOA ensuring that jobseekers are prepared for the employment opportunities that emerge from the region's economic recovery?"

We know from recent labor market information that the jobs being created today require more than a high school diploma. Increasingly, family supporting jobs require industry-recognized credentials, apprenticeship completions, or a college degree. In adult education WIOA emphasizes the transition into postsecondary education and training as an important new goal for youth and adults in our programs. Janet?

MS. LABRECK: We're also working hard to ensure that the VR program continues to do its part in preparing jobseekers with disabilities to enter into the integrated labor market, particularly by providing funding for college and postsecondary training as well as promoting career advancement through graduate degrees and particularly for those individuals who may have an interest in STEM careers.

MS. SWENSON: Let me just add to what Janet just said to point out that the WIOA also emphasizes the provision of services to youth and students with disabilities who are transitioning from school to postsecondary education to ensure that they have meaningful opportunities to receive the training they need to achieve competitive integrated employment.

MS. GOLONKA: And following up on Sue's comments, HHS also agrees that we – WIOA's focus on out-of-school youth is really important. These individuals face employment challenges, but they also play an important role in meeting our nation's future workforce needs. The Administration for Children and Families serves many individuals up to the age of 24 who will be eligible for the youth set-aside.

These include young parents on TANF, youth transitioning out of foster care, and runaway and homeless youth. In addition to emphasizing job-driven training and prioritizing individuals with barriers to employment, WIOA recognized the importance of providing support services such as childcare and transportation in order to ensure the success of participants. TANF has a long history of providing these supports and will bring valuable experience in these areas to the One-Stops.

MS. WU: And all these different approaches really come together in the strategies that states have included in their unified and combined plans. WIOA calls for states and local areas to use their knowledge about available jobs and business needs to strategically determine the types of training and services that should be available and that WIOA participants can access. States and local areas are to set policies for high-quality training providers and also should take advantage of their opportunities to offer, for example, class size trainings or work with institutes of higher education or create customized training for businesses as well as to offer the important connections to employment opportunities and supportive services.

MS. FIALA: Thanks, Portia. The next big question on our list is focused on One-Stop competition, and the question is, "One-Stop operator competitive procurement may be a challenge for states and local areas. How might we help the states and in turn help local areas meet this requirement?" Portia?

MS. WU: Thank you, Gerri. So just as a reminder, the use of a competitive process for the selection of One-Stop operators is required under the statute, and it also requires – the law also requires continuous improvement through evaluation of operator performance and regularly scheduled competitions.

I think a real central premise of the law is that competition is meant to promote efficiency and effectiveness in One-Stop operators, and they should regularly be examining performance and costs. We do have an FAQ out there which I'd direct everyone's attention to, and we note that states are supposed to follow the same competitive process they use for non-federal funds. Local areas should follow principles of competitive procurement in the uniform guidance.

We will be providing ongoing guidance and technical assistance to help explain and make available to all parts of the public workforce system sort of how this process should take place. But I direct everyone's attention to those areas. There are many considerations that need to be taken into account. I would encourage everyone also to stay tuned to the ION network for further guidance.

MS. FIALA: Great. Thank you. Sue, I'm going to turn to you for the next big question on One-Stop infrastructure. Susan?

MS. GOLONKA: Sure. The next question reads, "What are some of the opportunities to developing an equitable One-Stop infrastructure strategy?" And we know a lot of conversations are occurring at the local level just around that question. WIOA makes several improvements to the public workforce system, including the One-Stop centers or American job centers. WIOA requires partners to contribute to infrastructure funding and other shared costs as appropriate under partner statutory and regulatory provisions. This is in order to create a robust and integrated One-Stop service delivery system. The regulations governing One-Stop infrastructure costs are found at 20 CFR 678.700.

MS. SWENSON: In addition to the infrastructure costs, other shared costs may include the cost of shared services that are authorized for and may be commonly provided through the One-Stop partner programs. These might include initial intake, assessment of needs, appraisal of basic skills, identification of appropriate services, referrals to other One-Stop partners, and business services. The regulations at 20 CFR 678.720 and 678.760 allow contributions to cover infrastructure cost and other shared costs to be provided as cash, non-cash contributions, or third-party and in-kind – third-party in-kind contributions.

MS. WU: And because we know that it will take some time for people to make the transition, states and local areas can continue to negotiate their local funding agreements as they have been doing under WIA through program year 2016. But starting in program year 2017 local funding agreements have to satisfy the requirements of WIOA Section 121H for purposes of funding the One-Stop system. I actually forgot also to mention in competition we also provided some transition assistance. So on the prior slide I failed to note that states and local areas will also have until July 1, 2017 to competitively select One-Stop operators. So some transition time we've given in both areas for people to take into account.

MS. FIALA: Thanks, Portia.

MR. UVIN: I wanted to just reiterate the importance of shared costs and competitive procurement in the rule and how these provisions actually lead to serving customers in a seamless fashion. In fact, our very first joint technical assistance opportunity is going to be on September 21st. So you will hear a lot more on this topic in the near future from all of us.

MS. FIALA: And we will look forward to it. The next big question is on accessibility of American job centers or AJCs. "Each state must develop standards for evaluation of AJC physical and programmatic accessibility. Will there be more guidance that helps create more consistency among state standards?" is the question. I'll turn it to Janet.

MS. LABRECK: Thank you, Gerri. One point that I'm especially excited to point out is that WIOA does increase the accessibility of the One-Stop career centers and particularly including physical and programmatic accessibility. And we know that the job centers have made some advancements in accessibility, but we also know that, based on past experiences, we also have some work to do to improve physical and programmatic accessibility in all of the job centers consistent with the Americans with Disabilities Act and WIOA Section 188 requirements.

For example, we want to make sure that the standards address AJC physical accessibility with respect to the availability of transportation to the AJCs and access to the AJCs via ramps consistent with ADA standards. And internal access is also important with respect to restrooms, adjustable work stations, and appropriate signage, including the signage to meet the multilingual needs common to specific geographic areas in the state.

With regard to program accessibility, we also want to ensure that all materials in the AJCs are available in alternate formats and that computers are also equipped with the appropriate software options to be able to meet users' needs. These are just a few examples of areas that we would like to see addressed in state standards.

MS. WU: And, Janet, we at the Department of Labor will be working together with our federal partners to provide more guidance in the area of both programmatic and physical accessibility. That's to make sure that all users with significant barriers to employment will have full access to the array of services offered through the AJCs. Our agencies have already created some useful resources to help states set standards and to help American job centers ensure full accessibility. One of them is a guide published by the Department of Labor called Achieving Universal Access and Equal Opportunity, the Section 188 Disability Reference Guide, and it's available on Ion. The website ADA.gov also provides technical assistance particularly on physical accessibility.

MS. FIALA: Thank you, Portia. Another major question here, it relates to career pathways and sector strategies. "How does WIOA specifically support the development and sustainability of career pathways and sector partnerships?" Johan, this is a perfect question for you.

MR. UVIN: Thank you, Gerri. And as outlined in the career pathways joint letter signed by 12 federal agencies published in April of this year, the administration is demonstrating its continued commitment to promote career pathways and to providing updated information and resources from this significantly expanded federal partnership to help states, regions, local entities, and tribal communities integrate service delivery across federal and state funding streams.

Our departments encourage states to align resources to support integrated service delivery across all these federal and state funding streams for the purposes of career pathway program development and to ensure that interested partners and agencies, whether they are focused on education, workforce development, or human social services are aware of this joint commitment for improved collaboration and coordination.

MS. FIALA: Janet?

MS. LABRECK: It was also great to see so much movement around career pathway and sector strategies in the state plans as well.

States are clearly working hard to create career pathways that identify the knowledge, training, and the work experience needed to attain the identified existing and emerging demand occupations to better serve individuals with a wide range of educational backgrounds. Work experience and skill level is included in that as well, and states are striving to establish career pathways aligned to industry needs, which combines education and training opportunities in a way that provides individuals with lifelong learning maps.

Additionally, we're also delighted that states are developing clear career pathways from technical education programs through credentials and degrees in priority economic development sectors, and some are actually awarding credit for prior knowledge and employer-based educ- – employment-based education. We also want to continue to promote and support the career pathways to development.

MS. WU: As you may recall, we have issued some new and improved – a career pathways toolkit, A Guide for System Development that incorporates the definitions and new provisions from WIOA. The definition in the new law really allows us to drive the conversation forward, and so we are going to try to strive for more flexibility and provide comprehensive technical assistance.

In fact, we're almost ready to unveil a workbook that is being developed by thought leaders in this area in conjunction with our interagency work group. And we've been working a lot with state and workforce and education leaders to understand how to develop tools that are meaningful. We're piloting that workbook now with three states, and we'll be excited to roll out this system building tool in the coming months.

MS. SWENSON: In – (inaudible) – RSA, we've made a strong commitment to career pathways through our discretionary grant investment to states in the area of career pathways. In fiscal year 2015 we committed approximately $3.3 annually for five years to fund state VR agencies in four states, Virginia, Kentucky, Nebraska, and Georgia, to establish new career pathways or modify existing career pathways to meet the needs of individuals with disabilities in their states. We hope to be able to share some of these new and modified approaches with other states soon.

MS. GOLONKA: Another key activity that we engaged in during 2016 was outreach to the business community to promote sector strategies. RSA specifically conducted four business roundtables for employers and others in the business community to heighten the emphasis on work-based learning for jobseekers with disabilities. Each roundtable targeted a specific sector strategy, including information technology, healthcare, government, and finance/banking. Another objective of the roundtable was really to serve as a springboard to outreach to the business community in the state.

MS. FIALA: What is really great about WIOA is the continuity of services it creates for the people we all serve. Each of the several agencies works to support people with barriers to employment at different points on their journey to economic stability. WIOA institutionalized strategies and programs by career pathways and sector partnerships that reinforce this.

Whether an individual is entering the One-Stop at the beginning his or her career path as a TANF participant and an adult education program or as an incumbent worker looking to upskill in their chosen field, the American job center can serve them and help them advance. ACS, these great promising career pathways for people hoping to improve their lives and we've supported these approaches through our technical assistance, our grants, and our research agenda.

MS. WU: So we've got a number of questions also, turning to the next slide, on performance, including, "How will the participant individual record layout, also known as the PIRL, be operationalized? When will states and grantees begin to utilize the new system? Does the final rule offer a definition of a participant for all partner programs, including ones that educational institutions can use? And when are the first performance reports due under WIOA?"

We do have some information out there, and I will turn it to Sue in a moment to talk about some of the specific dates on which things will be available, but generally speaking, we of course are working to have our new system operationalized so that people can begin to submit reports soon.

Also, in terms of common definitions, yes. There are common definitions to the term participant, and I think that's an important advancement in the new law and regulations. We strongly encourage everyone to take a look at the new regulations as well as the information collection request. That is where you will find the details on how to appropriately apply these definitions in reference to your program.

MS. SWENSON: We understand that states and locals are working hard to figure out how to collect the data. We plan to issue joint guidance as soon as possible.

The departments will provide more information soon on how to submit the WIOA performance accountability data, and we'll provide training on the new performance reporting system. You see on the next slide, when are the first performance reports due under WIOA? We'd like to remind you that we have issued guidance on the key dates associated with performance reporting under WIOA in a performance FAQ. This guidance is posted on the ION website.

Speaking of guidance, we also received a question about where to find WIOA resources. And I see some of you are asking those questions in the chatroom and some of you are answering them and I'm grateful for that. The departments have made the versions of the WIOA final rules publicly available in the format in which they were submitted to the Federal Register. We are hopeful that the Federal Register publication will occur within the next few weeks. Please consider waiting to print the full documents until that version is available. It will be shorter. It will include any final editorial changes made by the Office of the Federal Register.

You may consider printing only the parts that are most relevant to you or consider printing parts as you go on on an as-needed basis. A quick reference guide is available to assist you to move more quickly through the regulations and may be useful in identifying which parts to print, if you select that approach. You might also want to visit the main regulation page where you can access both the joint and the DOL only quick reference guides. So you see the ION URL here, and you should get to know that pretty well.

MS. GOLONKA: So another question we've received is this one. "Is there a dedicated website to pull all the required partners' information together in one location? It would go a long way in tearing down the barriers between agencies if all the WIOA information was on a dedicated website?"

And the good news is, yes. Each of our WIOA partners has information and resources available on their agency website, but the Innovation and Opportunity Network, or ION, which you've heard referenced already, should be your first stop to getting the interagency WIOA information you need. The Innovation and Opportunity Network or ION community is housed on WorkforceGPS, the United States Department of Labor's Employment and Training Administration technical assistance platform.

ION features technical assistance on strategy fundamentals to WIOA implementation. This includes such things as customer-centered design, developing strategic state and local boards, career pathways, and sector strategies. You can also find peer learning groups and calls, fact sheets, details on training events, and specific guidance on the final rules as it becomes available. You can visit the ION Community of Practice at the website there, ion.workforcegps.org.

We have another poll question, and we hope you will read it and answer the choices. The question is, have you used the resources on ION?

MR. KEATING: All right. Very good. And looks like people are jumping right in this time. So very good. Again, we'd like to know if you've used the resources on ION. You could say not yet but I plan to, I did take a peak once and I will go again soon, I use it regularly to find great WIOA resources, or ION is great. I'm on it daily. All right. I'll turn it back to the team to comment on what we're seeing.

MS. GOLONKA: Well, it looks like there's an opportunity for folks to really go to ION and realize the wealth of resources that are there, and I think those who've used it would attest to the value of it as a sort of central location for many resources. So I encourage you after the call to make a visit to that website. And what is on ION? As I mentioned, I mentioned some of the sort of the substantive areas, but you'll also find fact sheets, links to all the federal partner pages, links to all five WIOA rules, frequently asked questions, technical assistance resources, and really we're adding more resources every day.

And then in addition to ION, each of our departments, the Departments of Labor, Education, Health and Human Services, have individual sites dedicated to WIOA and resources for successful implementation. Just as all the three departments have worked together in the development of the regulation and the review of state plans, we plan to continue to work together to provide the resources and technical assistance that you need for successful implementation. And all of our individual websites are there on that page.

MR. UVIN: So we are going to do a lot of technical assistance, and we're going to do a lot of joint technical assistance actually, including guidance, fact sheets, frequently asked questions, documents, and a monthly joint webinar every month. So you'll see on September 21st that we're planning on a joint webinar about paying for the One-Stop delivery system.

You can see some of the sample of joint TA calendar that's being displayed here. So this is a sample calendar with some upcoming events. We wanted to show you that we're thinking and planning as one team, and we've included joint training, also title-specific training, in-person convenings planned by us and our partners like NASWA, and we wanted to provide you with a sample and let you know that the full calendar is now available on ION. Janet?

MS. LABRECK: I think it's also important to note that we do want to manage expectations and demand for training on the regulations. We prioritize topics and phases, both joint and title-specific, and it's not feasible to roll out everything all at once. But it's important to know that we're absolutely committed to communicating with you very proactively and posting an events calendar on ION so that you are able to find what you want easily, and you won't miss a thing.

For example, we have an annual State Directors of Adult Education Conference slated for August 30th through September 1st in Alexandria, Virginia where we'll be doing Title II, and RSA will be conducting three regional TA meetings also on Title IV on August 9th in Washington, D.C. September 7th RSA will also be in Chicago, Illinois, and September 27th will be in Sacramento, California.

MS. WU: We know that there are many who are interested in hearing from speakers at the federal agencies. We are doing our best to respond to you. If you do make requests, please be patient, but again, we reiterate that we are trying to use ION as a centralized place for you to be able to access information. And we encourage you to continue through this webinar and subsequent ones to communicate with us about what your greatest TA needs are.

MS. LABRECK: And I think, Portia, most importantly we want to stay in one conversation with this group. That's really important.

MS. FIALA: And I would certainly emphasize that. I think all of us would, that it is one conversation. We've sort of led up to joint technical assistance now, and there's a poll. But let me just explain this a little bit. The departments have sketched out the following joint rule training for the first phase of technical assistance for the system, and we really need your help with the sequencing.

And let me first just quickly tick off what those trainings are. One is performance accountability, two, eligible training provider list and reporting, three, governance, four, One-Stop operations, five, enhancing services for individuals with barriers to employment, six, career pathways and sector strategies, seven, work-based learning, and eight, state plans. And since someone will ask, there is no particular order to the list of one through eight, but what we would like very much for you to do is to help us organize the sequence of these items. But we also want first for you to tell us what's missing from this list in the chat area.

So there are two things. If you would pick or click on the top three items just to let us know what you think is the most important in terms of sequencing to address, and then go to the chat area and indicate very specifically what are the topics that you think are missing from the list.

MR. KEATING: All right. So again, we have a poll question on your screen. We want you to – you can choose more than one. We specifically want you to choose your top three most urgent technical assistance needs that you're facing.

So pick three out of this list that you see on your screen, and then if you could, in the chat window, go ahead and let us know anything that's not on this list that you think should be. We're going to give you – looks like many of you have voted. So thanks for that. We'll give you another minute or another few seconds to go ahead and type in your thoughts there, if you haven't already done so, and please go ahead and type those into the chat once you go ahead and vote in the poll. I'll turn it back to our team to take over.

MS. FIALA: And there clearly are some very important items here in terms of sequencing. It looks like performance accountability is number one in terms of sequencing, and then there's a cluster of three items. One-Stop operations, enhancing services for individual with barriers to employment, and career pathways and sector strategies all appear to be clustered in that middle section. So we will keep that in mind as we are scheduling the technical assistance, and we appreciate that. Please continue in the chatroom to tell us items that you believe are missing.

And now, what I would like to do, though, is continuing on with the joint technical assistance, once we have topics and sequence, it's important to know how you would like to receive a technical assistance.

So we would like to give another poll and have you take a moment and vote for what would best reflect you or your group, your partners in terms of how you would want to receive TA. And the choices here are written guidance, webinars or other virtual methods, in-person training events, peer-to-peer information sharing, and other. So please vote, and again, if you have other ideas for technical assistance delivery, it would be great if you would also add those in the chat.

MR. KEATING: All right. Very good. So looks like folks are typing. Go ahead and let us know how you want to receive technical assistance. Again, you can let us know if you'd like to receive written guidance, webinars or other virtual methods or products, in-person training events, peer-to-peer sharing, or possibly something else. And if you choose something else, again, let us know what you would like to see in the chat window on your screen. You can also give us any other feedback you have in that chat window, as you've been doing. So thanks for that.

MS. SWENSON: Yeah. And please vote. Even if you wrote your comment in the chat window, it would help us if you vote also.

MR. KEATING: Yeah. Absolutely. We're compiling those – what – how many people have voted for each. So to the point, definitely make sure you vote, even if you did let us know something in the chat window as well.

MS. FIALA: And we appreciate that in some cases it's a combination that the chatroom clearly doesn't pick one or the other. In many cases it's a combination of what is the most selected in terms of the poll, which is written guidance and then other virtual methods such as webinars and followed by in-person events. So we really appreciate this and hope that you'll continue to feedback in the chatroom because this is our opportunity to get your feedback.

What I'd like to do again is continue on in this vein and go to another poll, and, Brian, if you'll open up the whiteboard again, the question in front of us now is an important one, which is, what do you believe is the most important next step in support of WIOA implementation? And this is your chance to tell us what you believe is the most important step and then specifically who should take that next step. And we will follow your comments and suggestions on the screen, and it may be next steps that you take or that the state takes or we take or some combination. But we would like to know what you think are the next steps and who should take that step. So let's see what we're – you're saying here.

MR. KEATING: All right. And many of you have already discovered this, but go ahead and type in your answers in that chat window on your screen. We'll let you comment on what happened there.

MS. FIALA: There's a lot, Brian, coming about state guidance and I see some guidance from us, guidance for community colleges associated with credit and non-credit. Selecting – there's several of you have talked about the One-Stop centers, both competition and funding, it looks like. Regional trainings are going along and data. A lot on performance. And it's clear that you want very clear and specific guidance. You – a number of you have added the word clarity here. Other comments from –

MS. GOLONKA: Well, I did note that a question came – this is Susan Golonka from HHS – asking about specific guidance related to TANF within the WIOA. And we are working on Q&As that would specifically pull out, if you will, the issues and the regulations that are of most concern, and we would hope to have that out in the next couple of weeks.

MS. FIALA: And there seems to be another theme of the importance of partnership building and development in this process in looking at the chatroom.

MS. SWENSON: I'm sure many of you are learning from your colleagues in the chatroom as well as from us in the room. So thanks for sharing your knowledge with each other.

MS. FIALA: TANF guidance beyond the Q&As?

MS. GOLONKA: We'll see. We'll see. I think we'll probably address most of the questions and issues through the Q&As, but if more come in, we'll respond.

MS. WU: Gerri, I see a lot of questions about data systems and performance reporting. As we discussed at the national convening we had in Washington earlier this year with a number of partners, that's I think a continuing, ongoing work in progress. We are working to try to make some technical assistance tools available, working with intergovernmental organizations to try to develop some IT tools.

So we recognize it is a challenge that a lot of states that have – some have further to go than others, but we look forward to working with you. And people also should keep a close eye out for some soon to be forthcoming guidance in terms of wage record and data sharing. So there's guidance that is going to be about what's legally possible but also some technical and IT tools we are working on.

MS. FIALA: OK. Well, keep those comments and suggestions coming, and after the webinar you may still have questions.

So Sue, I wanted to turn it over to you. What do people do if they still have questions?

MS. SWENSON: So here's a slide that tells you what to do if you still have questions. Remember your first point of contact is your ETA or TANF regional office, your RSA state liaison or your OCTAE regional coordinator. But for joint rule regulations we encourage you to use the one e-mail ion@workforcegps.org. That's up here on the screen, and we'll be coordinating responses among federal partners. We'll help you find the answers you're looking for. I just want to make sure you understand that we're going to be collating and trying to understand all of the comments we got here today. So we really appreciate what you've done for us to enrich our understanding of how this is working for you.

MS. FIALA: And I would just second that, Sue. First of all, we thank you for joining us today, and second of all, we thank you for making it useful to us to be participants in the webinar. And we hope you found today useful as well. We are very pleased to be back in conversation with you, and we certainly look forward to many, many more conversations.

So thank you very much, and with that we will close.

(END)