**WorkforceGPS**

**Transcript of Webinar**

**SCSEP Virtual Conference Bridging Workforce & Aging:**

**A Coordinated & Collaborative Partnership**

**Bridging SCSEP and WIOA**

**Day 2, Wednesday, December 12, 2018**

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JON VEHLOW: Works for me. But if you do have any technical questions please let us know in that chat window on the bottom left hand side of your screen. That chat window is also where we'd like you to introduce yourself now. So please go ahead and type into that chat your name, the name of your program office, how many are joining you today, and if you're attending in a group. You may also use that chat bar to ask our presenters any questions you may have during the webinar.

You also notice that we have a copy of today's presentation uploaded into the file share window on the bottom right hand side of your screen. You can download that at any time throughout today's webinar or the extended sessions as well if you're attending. Also, a copy of today's presentation as well as a transcript, recording, and executive summary will be made available on workforce GPS in about two business days.

Additionally, to continue producing quality content we will be sending out an anonymous survey concerning today's event. Please take a few minutes to fill that out once this webinar concludes. We will also be sending out a follow-up survey in a month's time. Again, if you haven't already done so if you're just joining us please introduce yourself in that welcome chat. We'll have that shot up direct today's webinar where you can type in your questions or comments at any time.

Welcome to "SCSEP Virtual Institute Day 2, Session 1: Bridging SCSEP and WIOA." So without further ado I'd like to turn things over to our moderator today, Charlene Harris, workforce analyst, Adult Policy Unit, Office of Workforce Investment, Division of WIOA Adult Services and the Workforce System. Charlotte?

CHARLOTTE HARRIS: Woo-hoo. Jon has an amazing webinar voice. He could also do a game show. Steve Harvey, look out. (Chuckles.)

Good morning to many of you. And good afternoon to some. Today we have the pleasure of presenting three of your SCSEP peers who have successfully signed MOUs and IFAs or are in the process of completing them. I'm excited to hear the today for you what they have – what they bring to the table.

This is going to fill in some of the gaps from yesterday's session and they will give you reasons only they will give them the – excuse me, I'm taking off my coat because it got warm. But they are going to let you know how they did it, some of their challenges, and what they're doing now to work with their workforce partners.

Your presenters for today will be Carol Salter from Easter Seals. She's the assistant vice president of workforce solutions and the national director of SCSEP there. Then we have Dan Hogan, who is the aging services representative with the New York State Office for Aging; and Angie Nelson-Wernli, the manager of special initiative and grants and contracts with the Texas Workforce Commission.

Next slide. Today's objectives will be to hear some of the challenges faced and strategies implemented to establish the integrated service delivery system envisioned by WIOA which we talked about most of the day yesterday.

And today you're also going to gain practical integration insights from your peers regarding you'll see, signing the MOU, contributing to the American Job Center network, providing services in the comprehensive American Job Centers, confronting and overcoming partnership challenges. And they'll leave you with some recommendations on how they did it and what will make your journey a little better or a little smoother.

We'll begin by letting them introduce themselves. But before we get into that, we're just going to do a quick overview from yesterday. Good, let's talk WIOA Integration. I didn't write that slide, but I love it. Let's talk – a quick overview.

We're not going to get into all of that, but just for those who weren't there yesterday we just gave a vision of the partner roles and responsibilities and primarily how they changed from WIA to WIOA. And the things that WIA aspires the partners to do, WIOA requires them to do. So we talked a little bit about that.

We talked about providing access through the American Comprehensive Center which is a requirement for all of the required partners. And we talked about the three optional ways in which you can do that. Which of course is physically present, cross-training a partner member, or through a direct linkage. OK. Next Slide. We talked about some of the other things that are mandated in the statute about what the partners are required to do. Providing funds to maintain the One-Stop system and entering into an MOU. Next Slide. And finally, we talked about some of the benefits of partnering in the American Job Center system and you'll hear some of that today from your peers.

But I want to give that as a backdrop before we got started and what we were talking about. I didn't want to redo it again because you guys did not need remedial training because it sounds like everybody's on top of things. We're going to start now by going to our first presenter who is Carol. Carol?

CAROL SALTER: I am here.

MS. HARRIS: And before we start – before Carol starts, let me just say one thing about questions. If you have any questions as the presenters are presenting, please type them in the main chat and we'll get them moved over to do that. Just put your questions there and we'll get to your questions at a designated part in the briefing. OK, Carol?

MS. SALTER: Great, thank you. Well, welcome to everybody on the webinar. I'm really honored to be one of your presenters today. I want to give you just a quick background of myself. I've been in the workforce solutions business for individuals with disabilities for over 40 years. That kind of gives away how old I am.

But anyway, I'm old enough for this program actually. And we in – when I lived in Seattle, we were one of the very first One-Stops. There were two One-Stops in the United States and they were just the pilot sites. And when I engaged with them, I happened to be on the pick board, at that time the private industry council which now is like the workforce investment board.

I was on the private industry council and I asked them what are you going to do for people with disabilities. And they said, well they can access all those same services that everybody else does. We hear that a lot about our mature job seekers and so that's – I want to show you the correlation there. And they said well we happen to have the expertise in working with people with disabilities so why don't you give us a seat at the table at the One-Stop and they did that.

So I was part of the very first One-Stops in the United States and I really bought into the mission and the vision of the One-Stops. So I'm very excited about continuing this partnership. I know there have been some people who haven't been so excited about it. But I'm hoping that my presentation today will get you back in that excited mode.

So to begin with, I want to talk to you about this positioning yourself for that partnership. So in SCSEP, typically we talk about supporting our participant jobseekers in order for them to find unsubsidized employment. That's our goal. We do that through specific skills training, upgrading their skills, bringing them to employment opportunities in those areas where they have passions and where they want to be trained.

We know that there's not enough funds to fully staff our programs, but we've heard that over and over again to provide the necessary training and oversight for the participants. So for that reason it's imperative that we partner with other service providers. And we can find those service providers at the American Job Centers.

I often provide training to job developers and employment specialists on employer engagement as opposed to job development. I see those as two different things. And so, when they talk about working with the AJC partnership, I'm looking to provide training to my staff that will help upgrade the skills and understanding of those partners on what we're looking for our job seekers.

In the past, the nature of the SCSEPS workforce solutions staff, relationships have been brief, perhaps episodic, and in many cases non-existent because we have found that in the past, WIOA providers and the WIA providers didn't want to serve our population. But as I became more adept at working with that with the staff there at the American Job Center, I had to change my attitude and I had to change my actions.

So I learned that partnership engagement is an ongoing relationship focused effort that evolves over time. And the roles of the AJC and the SCSEP staff will grow over time into the strategic partnership. Next slide.

So there you go. So I want to talk about, first of all, positioning yourself for engaging in that partnership, preparing for that engagement, how I have found that exchanging information is helpful, and then maintaining that relationship. This is the same training I give to individuals when they're trying to make an employer engagement. This is what I want to do for your WIOA engagement.

So let's start with that positioning yourself for preparation for engagement on the next slide. I wanted some interaction here so if you could type into the chat what you think as covering the points on my slide, what are other things that you think why an AJC partner would want to connect with you.

Why would they want to connect with the SCSEP participants? So the things that I came up with is to help their outcome and goals. So if they are registered at the AJC, which we make it mandatory for all of our participants to register at the AJC, if we help that person find a job, the AJC also gets to count that a successful placement because they have come through the AJC and hopefully have received services from some of the partners there.

I would engage with them and want them to help deliver training at the AJC. Now, we can also deliver training and invite other program participants, maybe somebody from the VA programs or even the youth programs, that they can come into our workshops if we're doing workshops at the AJC on let's say resume development.

But also, typically all of the workforce or AJCs, depends on what you call them in your state, they deliver training to their participants and we want to make sure that our participants are included in that training.

And I will just say here, that when I'm negotiating our MOU in our contract and our infrastructure agreement, I make it very clear that, yes, we've been partners all along, but now that we're a paying partner we expect to have our participants be able to access all of the same services that everybody else at the AJC is qualified for.

And I make that very clear in our MOU and in our infrastructure agreement. That there is an expectation that the trainings that they hold at the AJC will be open for our participants to go to. I would also connect with the AJCs to be a resource, that I would be a resource and subject matter expert on mature job seekers and how that might pertain to them.

So are there any other suggestions that people have come up with why they would want to work with the AJCs? So I see Rosie said that we can be the expert for their business partner in helping retain and hire older workers. Absolutely. Participants can be mentors to the younger participants. That is a very good point.

And we have found that the AJC partnership has actually come back to us and said, you know what, our young people are learning from your mature workers especially around things like work ethics right. It says if I've been advised that at least if – unless the participant is seeking full-time hours this will not count towards the AJCs success. Well, in the WIOA regulations, they have made it where the states can actually apply to be able to count part-time workers as part of their WIOA successes.

What happens is that they aren't – they don't get downgraded now because somebody is getting part-time work, they can actually get credit even though they're getting part-time work. So that's something that you might have to be negotiating and talking to your local AJCs about. So we're going to the next slide. We will have an opportunity for any kind of questions and answers for all of our presenters.

In exchanging information, one of the things I really encourage you to do is to attend staff meetings. I went to do a site visit didn't Oregon about a month ago and they had a standup meeting once a week. And so, I asked if I could present that standup meeting. And it was pretty amazing that even though we're co-located there at that One-Stop, there were things that they did not know about the program.

That when I told them this is how our programs run, these are expectations, and asked them, you know, what are your feelings on some of this. One of the things they said is, well, your participant's been sitting in our lab for too long. You know, it doesn't seem to us that their job seekers, they're just – they come to the lab and they take up lab space and we need to move them out.

So we listen to them and we put a program plan into place to get those people out of the labs and into host agencies. Active listening is very important. Please remove any distractions if you have any kind of meeting – partnership meeting. Turn off your cell phone even before you enter the meeting. I don't even like to place on vibrate because that's distracting for me. You may want to leave your phone behind at your desk.

The third one, gathering information. Learn and know the real jargon in systems. We'd like them to learn about us. But we need to step forward and learn about them. So learn about your partnerships and teach them about your program. When I first started at that One-Stop in Seattle, we had what was called a passbook program, and I suggested this to some of the AJCs because it was so successful. We actually had a little passport book. It looked like your typical passport book.

What we did is we had each one of our partners developed a 15-minute overview of our program and had 15 minutes of question and answer. And you would take that passport book – for instance if it was a GED program, I would take my passport book and go set-up a meeting with that GED program, so they could tell me about their program, and the deliverables, and the criteria for getting in there. And after I had listened to that and asked any clarifying questions, they'd stamp my passport.

And then when all of – so when all of the partners have stamped my passport books and they have come to me and I have stamped their books saying now they know about the – about exactly what services we provide, then we had a pizza party afterwards to – for those individuals that have their passports stamped. So that's something you might want to think about. That's a way to learn about the WIOA programs at your local site.

The fourth one is engaged with empathy. And empathy is all about the feeling that you might have if you were working – walking in the other person's shoes. So try to understand what the other partners might be feeling or what their emotional state might be at the moment and respond in a way that conveys belief in what the partnership can do together. You know, I'm sorry that you had a really difficult time with this veteran today, is there something that I can do to help you out. We really want to be that responsible co-worker and colleague with them.

The fifth one: summarizing. Provide a summary sheet of eligibility criteria for your program. So actually write that out. What is the criteria for the SCSEP program? Put it on a piece of paper and distribute it to the other workforce staff. What kind of trainings are you looking for for your participants? You know, ask them for suggestions on what might be available according to the high growth job sectors.

And I mentioned this because recently we just had a participant that wanted to get some training in a specific area and the WIOA program said that they would not pay for it because it wasn't in the high growth job sector. So find out what those high growth job sectors are in your local area.

Our federal project officer, Gary Lewis, is a stickler on knowing your labor market information and knowing what is in the high growth sectors because we don't want to be training our participants to get jobs if there aren't any jobs out there. So connect with the AJC partnership to get that information.

And then lastly on this slide, solicit objections or information about the past. So what issues have come up in the past with SCSEP? Like I mentioned, too much computer time in the labs. Well, we wouldn't have known that if I hadn't have said something in that partnership meeting and they felt free to tell me, well this is kind of a problem and we'd like you to address it.

So we can do that. If you don't ask the question, then it's hard to develop that relationship where you're saying yes, I'm listening to you and I want to be a full partner with you and do what's ever going to make everybody successful in this program.

So the next slide on maintaining relationships. So just like when we have our – when we're working with our employers right. One of the strongest things we have to do is our retention strategy. So we want to not only develop the relationships and be active in those relationships, we want to maintain those relationships.

So we want to perform intentional activities to sustain and enhance that working relationship. We want to stay connected with the partnership and inform them of any SCSEP program changes that come down, any training venues that we have coming up; connecting with them again on the labor market information. We want to create opportunities for future employment training.

So maybe they're applying for new grants and maybe you can partner on that grant. If you stay in touch with the manager or the director of your local AJC and let them know that you would love to partner as a subject matter expert on mature individuals, mature job seekers, then maybe you can partner on that grant and actually make the grant proposal be stronger because of your partnership on that grant.

Share job leads. Now I know that this is a touchy subject because sharing job leads can be a very territorial issue. I've been a job developer in my past. I understand that you are the ones that develop the relationship with the employer. You can still share that job lead and help your employer find an appropriate candidate if you don't have an appropriate SCSEP candidate to fill that position.

It creates a better relationship with the employer because they are still getting somebody. It may be a youth, it may be somebody who's been incarcerated, it may be somebody with English as a second language, or you know they're all under the age of 55; they don't qualify for your program.

But it will help your employer to keep coming back to you. Is it a little extra work to maintain that employer relationship? Yes. But you will be maintaining that relationship by referring them somebody who qualifies for that position. And you're going to be helping the WIOA partnership out.

Next, become a valuable resource. Offer to do a training or job club with intergenerational staffing. It could be on resume writing, whatever, or just the soft skills job club. The Office of Disability Employment Policy has a free curriculum out there called "Skills to Pay the Bills" and you can go to the Department of Labor ODEP site: dol.gov/odep and you can download that. The Skills to Pay the Bills. It's free. They'll give you a CD, they'll send workbooks out.

And maybe you can do a job club and invite their enrollees to the different events. We have – in a couple of our places we've done this speed to succeed event. And basically, that's practicing interview skills where we have employers come in and they sit down with the participant for five minutes while the participant hands them the resume and tells them a five-minute synopsis about themselves and what kind of jobs they're looking for.

And somebody rings a bell and then they switch and go to a different employer. That's something that all of your partners could be part of, it doesn't have to be just your SCSEP job seekers.

Fourth, keep the partners informed about special events. Especially like our National Employed Older Workers Week which is the last week in September, the National Disability Employment Awareness Month is every October. Let them know about these special events and maybe you can coordinate some kind of event with their employers around this and with the partnerships so that you're all on board in acting as a cohesive unit.

And then finally, publicly acknowledge their partnership. So when the partnership goes well, write up the parameters of that relationship and how that worked out and have it published not only in local articles from some of your local newspapers, but on your agency website. This is how we have developed this wonderful relationship with a partner at the WIOA site, at the AJC.

Department of Labor is constantly asking our Department of Labor, the people who are on the phone, Mitchie and Lumia (ph) and Irene and Suzanne, they're all asking for stories on how this partnership is working well. So publish that, write up a story about that to publicly acknowledge the partnership.

That will make your relationship even stronger. So that's what I will talk to my project directors about and try to lead them through this engagement, the partnership engagement. So that we can develop, enhance, and maintain that relationship with – that we have with our WIOA partners. And with that I will hand it over to the next presenter unless you have any questions.

MS. HARRIS: The questions – Dan, you can get ready. But as we transition to the next area. But if anybody has any questions for Carol at the moment, please send them in to the chat. And remember you'll – there's going to be a discussion after all three presenters present. So you'll still have opportunities to ask any questions.

I just have – and while you're thinking of your questions for Carol if you have any, just a few comments on what Carol has said. Carol has presented in a way that definitely shows that they are integrating there SCSEP program into the workforce system talking about partnership engagement and how that will grow over time. It's not easy, but over time, if you work at it will grow. Talking about why would they want to work with your American Job Center.

This goes into the comments we were talking about Venus's (ph) yesterday. And they co-enrolled their SCSEP participants into the workforce program to get access to more resources. Making yourself available, attending staff meetings, and making yourselves – making your program available and presenting that information. Because you guys have information that workforce system doesn't know about mature workers and older workers. And what Carol said yesterday – I mean just now, supported some of the things we were talking about yesterday.

Learn your partners. I think that was amazing. We did that here at the national office. We were having internal partner briefings where we were learning about each other's programs at this level, so we can help support the local systems. I love that passport program. You may hear it again, Carol, over time because I'm going to borrow that idea, but I think it's an excellent idea.

Intentional relationships. Be intentional about your relationship because it's here to stay. So be intentional about how you want to participate and what makes sense for your program. So I appreciate that.

Did any questions come in for Carol? A question for Carol did come in but one I will answer. Someone asked, "Can we now use in-kind to supplement the required SCSEP financial obligations to support One-Stops?" That has to be a local area decision.

If all the partners agree to what the in-kind is, it can be. So you have to talk, again going back to being at the table. What in-kind is available because if everybody is doing the same thing, it's not going to work. So it just has to be a local level decision and all the partners have to agree to the contribution that you want to make.

MS. SALTER: I would just say one last thing then because they've also asked, and you said that you were interested in the passport idea, that I can put something together and send it to you at the national office and at the DOL headquarters. And you can get that distributed to anybody who's interested.

MS. HARRIS: Marvelous. You can just send it to – (inaudible) – program and they'll get it to us.

LUCINDA SHANNON: Yeah, Carol, send it to Lucinda, that's me, and I'll get it on the COP.

MS. SALTER: Great.

MS. SHANNON: Thank you.

MS. HARRIS: OK. And next we're going to go to a polling question before we get Dan. And there's Carol's– can you back up for one quick second. There's Carol's contact information on the slide if any of you want to get in contact with Carol at a later date.

OK. Now, our polling question: how important our partnerships? And just want you just to answer this brief poll, are they one, very important; two, somewhat important; three, not at all; four, I don't know. And of course, the majority of you are saying they are very important, and somebody doesn't know. But hopefully by the end of this presentation you will know and you will move up to very important. So that's all right. OK.

Next, we're going to have Dan Hogan with the New York State Office of Aging. Dan administers the SCSEP state program throughout several counties in the state of New York. Dan?

DANIEL HOGAN: Hello Charlotte. Hello to everybody else. And thank you for having me. As Charlotte said, my name is Dan Hogan. I'm with the New York State Office for Aging and I oversee the state funded SCSEP program there. Next slide, please.

So a brief history of the New York WIOA interagency state team. The WIOA interagency team has been meeting since shortly after signing the Workforce Innovation Opportunity Act in July of 2014. The group initially met to put together a combined state plan.

My agency, the New York State Office for aging, approached the New York State Department of Labor initially to see if SCSEP could be included in the state plan, but it was too late at that point. However, through making that connection with the New York State Department of Labor, in the summer of 2016 I was invited to come to the WIOA interagency team. The group now meets every other week to coordinate WIOA implementation.

So beginning in 2016 right up to the present, the team has worked to coordinate WIOA implementation which has been dominated by working on guidance to local workforce development boards, for assistance in helping with the service delivery MOU and the infrastructure funding agreement. We ended up developing a template for both for the local workforce boards to use. Next slide, please.

So the partners for New York State Department of Labor is our first partner. They have that WIOA Title I: adult dislocated workers and youth, WIOA Title III: Wagner-Peyser, trade adjustment assistance, jobs for veterans state grants, and state unemployment. Next slide, please.

And so the other partners are New York State Department of Education for WIOA Title II: adult Ed; WIOA Title IV: access VR, and career and technical education postsecondary. And we have the New York State Office of Children and Family Services which the New York State Commission for the Blind is within there. Next slide, please.

And then finally we have the New York State Office for Aging for SCSEP and The New York State Office of Temporary and Disability Assistance which operates the Temporary Assistance for Needy Families. Next slide, please.

So after the group would spend most of its time in helping developing the templates for the MOUs, the WIOA interagency team developed subgroups. The subgroups helped facilitate the work identified during the WIOA interagency team meetings. Workgroups were created to address specific needs.

The workgroups met outside of the regular interagency meetings and due to their smaller size and specific purpose are more focused than the interagency team can be. Generally formed to complete specific task, the workgroups are dissolved after completing the task they were designated to accomplish. Next slide, please.

OK. I'm going to go over the workgroups that we developed. The first one, customer outreach workgroup. This group conducted focus groups throughout the state with different kinds of customers to help determine the needs.

And from the workgroups engagement of customers we learned we need to increase awareness among the general public of career centers and the services they provide; that staff needs additional training to help meet the needs of individuals with disabilities and other individuals with barriers to employment; and increase and improve assistance of staff to help career center customers effectively access and navigate career centers; i.e., the resource rooms, job searches, online resources, etcetera as needed. Next slide, please.

OK. The next workgroup, the accessibility workgroup. The WIOA interagency accessibility workgroup was created to assist New York State One-Stop career centers in providing the highest level of quality service and accessibility to all New Yorkers. To reach these goals the work group surveyed each career center to learn what assistive technology was currently available. With that information the workgroup reached out to agency experts to create a list.

The workgroup goals were to create that list of assistive technology to be available throughout the career centers system that will be uniform across the state and to understand career centers staff training needs pertaining to assistive technology.

Right now, state agency partners are committed to purchasing accessibility equipment to provide a uniform set of equipment in every career center. This has been ongoing, and we've been rolling it out piecemeal since the spring of 2018. Next slide, please.

So the next workgroup was a youth workgroup. The most recent workgroup to pull together youth practices from across the WIOA core programs to develop an understanding of programs serving individuals 16 to 24 across all agencies, expand access to career development services, and increase utilization of youth tax credit. Next slide, please. Next slide.

The business engagement workgroup. The workgroup on business engagement is looking to build closer collaboration in both the local and state levels to ensure all partners are included in the regional business service teams and activities related to business engagement.

They're also working to share important information across agencies on recruitments and job fairs and a daily DOL job express report; collaborating on use of the One-Stop operating system across partner agencies to track services to businesses thereby eliminating duplication.

The goal is expansion of regional business service teams to including WIOA partners through an update to technical advisory. Staff are currently assessing existing TA and structure of RBSTs and identifying ways to improve participation, integration, and how to collaborate more effectively. Next slide.

Training and assistance workgroup. Workgroup has picked up from customer engagement work group to develop a statewide plan to identify and deliver important training to staff. Identifying ways of sharing what has been developed and delivered and what is needed to support WIOA implementation.

Gather and share a training inventory of what is being provided by state agency partners. Identify state agency and local points of contact for training. The state and local training survey results have been collected in a database and have been developed and will be shared in the coming months with the rest of our group. Next slide, please.

Referral and release workgroup. This work group was developed at the request of the local workforce development board directors to develop a cross-partner referral and release information form that will abide by each partner's confidentiality rules as well as the referral template that local areas can use to refer individuals. Staff obtained examples, insight and feedback from local areas that are working together to refer customers.

Once the forms are complete the work group will train the system on the forums and continue to work with local areas to develop best practices in creating a seamless referral process to provide customer centered services. These forms are very close to being implemented. They are still going through legal review with the various agency councils so that will still take some more time. Next slide, please.

Data Integration. Since its inception, the work group tasked with determining how New York State can best comply with WIOA's requirement for integrated data reporting. New York State has seven data systems for WIOA reporting. The workgroup was formed in early 2016 and took inventory of these existing systems and worked to update systems to comply with new data collection requirements.

The group has also investigated a series of new data systems. The workgroup is exploring ways to administratively share data to improve the overall system performance and outcomes. This includes helping other state agencies gain access to UI wage data to improve employment outcomes and accuracy in reporting.

This also includes sharing data to determine cross enrollment of customers in titles and programs. This also includes sharing data to determine cross enrollment of customers in titles and programs. This involves sharing participant information which may also help inform decisions on service delivery to support customers receiving cross agency services.

Long term, the group is discussing the creation of data warehouse solution as the use of a single case management system is not feasible in New York State right now. The data sharing concerns being discussed now will position New York State to move forward in the long-term goal. Through this workgroup's efforts, the team fostered better relationships between the partners and better understanding of data needs. And next slide.

And this is a map of the areas served by the New York State Office for Aging for the state funded SCSEP. You can see this is kind of all over the place and what we did is we regionalized our delivery of service. We went from using 29 different area agencies on aging by county and we combined them to make a more efficient region. We just began that with the start of the new program year July 1st. So we have WIOA and that going on at the same time. So that's been an extra challenge for us, but we do deliver to rural, suburban, and urban for SCSEP services. And that is it for me.

MS. HARRIS: Thanks Dan. And as you guys have heard, Dan talked about a lot of the workgroups that they've started for this implementation and that they were a part of. And I know he had said before, not in this forum, but he personally wasn't involved in all of the workgroups.

But those are the workgroups that they set up in that area. And I think it's important to take advantage of opportunities to be a part of the workforce system and WIOA by taking the opportunity to join one of your local workgroups to make sure that your voice is being heard and to contribute the information that you have because you have very valuable information.

Dan, just a couple things I wanted to point out. The accessibility workgroup, that applies to all citizens and especially SCSEP participants who enforces them by making sure that the accessible equipment that is needed for older workers is available. And you have – if you don't voice that and bring that to the board or to the committee, then they'll have a hard time of knowing.

But make sure you see and identify those things because you'll hear them from you or your job seekers because they went to the job center and they didn't have x. Make sure you're raising those concerns.

And one last thing for Dan, for the regional business services team, do you know if SCSEP was a part of that regional team?

MR. HOGAN: They are not.

MS. HARRIS: OK.

MR. HOGAN: But now that I'm on that workgroup –

MS. HARRIS: There you go.

MR. HOGAN: Exactly.

MS. HARRIS: OK.

MR. HOGAN: And that is the real lesson to all of this is, is all the communications that is opened up for SCSEP.

MS. HARRIS: Yes.

MR. HOGAN: Because those are dealing with New York State Department of Labor and state ed, those are all very big agencies. So just to get in there and develop relationships with all those folks has helped in many, many ways.

MS. HARRIS: I agree. And somebody had a comment or question for you Dan. Can you share release of info form when ready?

MR. HOGAN: I will do that. It may take a while; it is with several different lawyers.

MS. HARRIS: OK. I'm not sure who needed it, but if you'll send it to Lucinda –

MS. SHANNON: Yeah. Yeah.

MS. HARRIS: – we'll get it out.

MS. SHANNON: If you send it to me, Lucinda Shannon at the national office we'll put it up on website at COP for everybody to use.

MR. HOGAN: All right.

MS. HARRIS: And next we have Dan's contact information if you want to get in touch with Dan or want his – next slide – or want to see his – oh, it's just below. OK. It's crowded on the superhighway. Here are some of his contact information which will be part of the slide deck if you need to get in touch with him later.

And now we have – as Angie pressed up, we have another poll question for you. Is SCSEP a required or mandatory partner? Let's see, mandatory or required, both, none of the above. It's looking like most people are getting it correct. They are required partners. Mandatory is just no longer the language.

But if it's required, it's mandatory. I know, that's what you're saying. It wasn't a trick question. But the official jargon as Carol told us earlier, to learn the jargon of your agency. And the jargon is required partner.

OK. Next, we have Angie. We're going to turn it over to Angie who is from the Texas Workforce Commission. And she is going to give us some information on strategies they use there. Angie?

ANGIE NELSON-WERNLI: Good morning or afternoon depending on what time zone you're in. Thank you for having me as a presenter. I appreciate your time. As she stated, I'm the manager for Special Initiative grants and contract here at Texas Workforce Commission and my department manages the SCSEP grant and the subrecipient grant which I'll explain in just a few minutes.

Today I'm going to explain how Texas approached the establishing of the memorandums of understanding in the infrastructure funding agreement. And first I want to cover a little bit about Texas's structure both in the implementation and the management of both at the state level and the separate subrecipient level. Next slide, please.

Texas has 254 counties. Of course, you'll know we're very large so and we have 28 local workforce development boards across Texas. We also have of course a lot of rural areas and many of you all do too of course and that breeds some challenges in implementing a comprehensive SCSEP program because we're so widespread. Integration and coordination is even more important in Texas and others. But TWC is not the only grantee this serves SCSEP in Texas. There are five additional grantees operating in Texas. Next slide, please.

This is a map of the counties that our subrecipient operates in. It is – there are 18 of the 28 local workforce development boards and they serve 88 out of the 254 counties. So you know we have to work on meeting those rural needs in transportation and other services for all of those participants.

The other grantees also have to have a IFA – the infrastructure agreements – and MOUs with the local workforce development board. TWC has signed the MOUs with all 18 of the local workforce development boards that we operate in. We competitively – as Texas is the state grantee but we competitively procure the service out to another entity to actually administer and operate in these 88 counties. Next slide, please.

We take a team approach. We – my area manages the Texas grant and the subrecipient grant; however, we don't do it alone as most of you all are also in the same boat. We have a policy department that works on the combined state plans, state plan amendments, and the SCSEP policies. We work very closely with our finance and budget. They do the 424s to close out packages and any other mandatory reporting for finance and budget. Of course, our office of general counsel's involved. We manage it.

And then we also have subrecipient monitoring who completes our data validation annually and monitors are subrecipients every two years. Next –no actually that's the slide. Texas did the same when we approached how to implement MOUs and the infrastructure agreement requirements. A team was established in Texas that included Texas Workforce Commission, policy, finance, office of general counsel, and program specific staff, and of course the grant manager, the local workforce development board, executive directors and staff, and their financial staff.

So we established a team and started doing weekly conference calls with all of the parties so that we could share that information. So very similar to you know, just not specific different work groups like David – or Dan, I'm sorry – described, but we kind of attacked it as a whole. So it was very beneficial, and I'll cover some of that in a little bit also. But it was – we've heard that that's why we feel it was successful as it was.

Because each of our areas being small, medium, and large board areas, all have different needs and different challenges and barriers that they needed to address. And it was really helpful for everyone to be able to get on those calls and openly discuss what their issues were and come up with possible solutions that may work in another area to be able to use those.

So based on that input and from the calls and of course research coordination and the DOL guidance and tools, a WIOA guide to the Texas Workforce System Operations was actually developed. This is a pretty comprehensive guide that covers – it requires the setting up of the One-Stop budget. It sets up – you know, it explains how Texas is set up. And you'll see on that very – on that slide it's a link.

So I wanted to – I was not going to go into great detail in it, but it is once again very comprehensive and I think one of the best tools that we've provided are local workforce areas plus SCSEP subrecipients and all of the partners for them to know everybody was on the same page with definition's, explanations, why it was required. It was just a really good piece of communication that started the conversations and kept them going and gave that guidance to all of the board areas.

The requirement to enter into and maintain an MOU and an infrastructure agreement with each of the local workforce development boards that are subrecipient operates in is included in our subrecipient grants to – once again our subrecipients. It's in our terms and conditions so it's a mandatory requirement that they establish that and maintain it and review it and we tie that back to of course the WIOA requirements. And so that's kind of covered in that guide also but it's also covered in our subrecipient grant. Texas was already very integrated – let me get to the right slide, hold on. OK.

The guide covers Texas' – I think I covered some of this – Texas' structure, required partners, optional partners, MOU requirements, infrastructure funding, including establishing the cost, the IFAs. And then there's a lot of appendices that include examples, checklists, and templates. You know, just a lot of resources for our workforce development boards. Texas was already very integrated as most of the required partners for the MOUs and IFAs already fall under what our local workforce development board areas already do. They already administer or oversee most of those programs.

So that was of course, you know made it lot easier with them being the partners that have to be engaged. But there were a couple of course that are not and that would be apprenticeship programs, the veteran employment training, and of course SCSEP. In fact, in some local workforce development boards were so integrated and had referral processes set up that some of the border areas didn't even realize that they had different SCSEP providers in their area.

It was just so seamless, which you know we think is definitely a positive for Texas. You know, it was already so seamless that the participant didn't know necessarily who the entity was, and the board didn't either. They just they had the referral processes, or they have used the services set-up and ready to go for the participants as they walked in the door or they were they were referred to them for services.

TWC wanted to provide each area with maximum flexibility on establishing the One-Stop infrastructure costs and funding. Including options and included a proportionate use, customer usage, square footage occupied by each partner or FTEs. So out of the 18 MOUs that we have with the local workforce development board, every single one of them may be different.

But that's also – I'll go into some positives in the end. That's good that we allowed such flexibility to meet the local needs of both the board's, staff, and our participants and SCSEP. So that coordination. Next slide, please.

All 18, as I stated, all 18 MOUs and IFAs have been signed between TWC and the subrecipient and the 18 boards. Each one's tailored and specific to the negotiations in an agreement. And I'm using this slide right now as just one example. As I just mentioned all 18 of them are different. So they lay out – each MOU covers the service delivery.

It covers the required parts; the service delivery, the cost and/or funding, referrals, and serving individuals with barriers to employment. In this instance for Alamo, SCSEP is not a full time – they're not full-time at the AJC or the workforce solutions office. And the MOU outlines, you know, what tasks they do. So they provide access to services by scheduling a staff person to provide information and intake no more than one half-day every other week or as needed.

You know, SCSEP provides daily access to services by phone. They refer participants to register and work in Texas, that's a requirement. SCSEP coordinates with the services for all individuals as appropriate to do career services training, any other services that they may be eligible for. They determine eligibility and training employment opportunities. In a lot of cases there are a host agency.

And in Alamo's case, the best scenario for them was to set their infrastructure and share cost determined was based on square footage of and proportionate of the FTEs or the people that were in the office and using it on a daily basis.

Just as some examples, some other MOUs outlined what the boards will do in providing labor market information, employment counseling, cross training of staff, co-enrollment for training and information on employers seeking older employers or providing training workshops. SCSEP provides information and referrals to workforce solution offices, shares information to meet customers individual needs, avoids duplication of services.

And another example is in calculating the cost in one scenario was based on one FTE for 29 hours a week in each location. I think there was two locations. There also – I think it was Carol and Dan who mentioned, or Carol, and they're included in any of the events. So there's ongoing communication with each of the board areas on job fairs, job events, hooking up with jobs employers seeking employees. And so, there's constant communication going on. Next slide.

I kind of touched on some of these. But, of course, and you all heard them in some of the presentations yesterday and even earlier and of course there's been challenges. You know there's the budget limitations, and I won't go into great detail on that because we are all are aware of that. There just isn't a lot of funding that can be dedicated to renting space or paying for space in some of these centers. So in some cases it resulted in a reduced physical presence in the AJCs.

That's not to say that we did not already have, once again, strong referral mechanisms set-up. This has increased the cross training referrals. I lost my train, sorry, train of thought there. Referral processes, as I said, were already in place and those that worked, and they had to move out, they've just expanded the referral or transferred those best practices for referrals to make sure that that is seamless for the staff.

They can still schedule by appointment to use space in the AJC, they can use space by reservation, there's common areas. But we use a lot of local spaces too, like libraries, senior citizens centers, host agencies, housing authority, those type of places. Most of the time you know when we're meeting with a participant, we're meeting with the host at the host AJC site to support that participant on site. But the orientation – they attend orientations and take any referrals from those, from the AJCs.

The second one is of course no one size fits all approach. I mentioned that earlier on local flexibility. We really wanted to make sure that once again the small, medium, large, rural, urban local workforce development board areas each had the flexibility to negotiate and develop their cost sharing to meet their needs plus all of the partners needs for the best interest of the participants and the customers.

And that that leads into the positives which that was evident when we started doing the negotiations with each one of these. For each one of them, bent over backwards as much as possible. This is something or subrecipients definitely expressed to us also as it was very common that there was a common goal. That the serving customers and participants is the goal. And how ever that's done, it needs to happen. And so, they were allowed to negotiate and stay in some of the AJCs or, once again, they modified their implementation model to do what they needed – we needed to do to ensure that we're still meeting participant needs.

Communication was increased and improved. The weekly call as mentioned, that was one of the best practices. Everybody hearing the same message and information and being able to discuss issues and barriers and offer experiences to help other boards. And at the local level, communication was increased also allowing open dialogue about how to improve ongoing communication issues and coordination. The MOUs outline reviewing it periodically and to ensure that it still meets everybody's needs.

Some of the advice would be, you know, be open and honest about the budget. When you're when you do get to the table. I've heard several people saying trying to get to the table. Once you're at the table, you've got to be realistic with what your budget can get you and the benefits of the program and the coordination. A separate MOU and IFA per board allows for clear established roles and responsibilities and what to do if issues arise. This again allows maximum flexibility because then you can amend it if there are any changes that need to happen. Last slide. Next slide. There it is.

When I mentioned the guide, the link on the guide from the first slide that I did, I just wanted to provide this too. This is a lot of additional tools and resources that we wanted – that we presented in a combined place for all of our board, staff, and SCSEP in order to, once again, be working on those common templates or those common terms, those common goals to get this accomplished. So the DOL sample MOU and IFA cost tool kit, the MOU samples. They were all incredibly helpful on bringing this all together. Next slide.

And there's my contact information.

MS. HARRIS: Thanks, Angie. A lot of very good and useful information. And there's Angie's contact information if you need to get in contact with her later. And a couple of just comments from premeditation. She talked about having signed MOUs for all 18 of their local workforce boards.

And we know that wasn't easy, but they had to do it and they made it happen. And we'll talk a little bit more about that. And as I go through this, we're going to get into a discussion and answer some questions. So you have more questions now is the time to put those in the chat box. Angie also talked about the importance of those weekly team meetings. It goes back to Carol's intentional relationship.

Being intentional about what has happened and being open staying updated on what's going on, what's changed. Seamless integration into the workforce system, I thought that was awesome because job seekers coming in, local boards of course that operate those centers, they see it seamlessly. Customers coming in and seamlessly getting the services that they need and that's the ultimate goal of an integrated workforce system.

That people will come in, employers and job seekers, to get the services they need without worrying about the program. And they can get referred to a SCSEP or to another program without even having to use those names, but to send them to another staff member who can help them. So I thought that was a great example of that.

I like Angie's comment about each local board being provided the flexibility they need to negotiate the cost of their area because there is no one size fits all in this system. But you have to be able and know what are the needs of your program. And be realistic about what your budget can do once you get to the table, being realistic and keeping that in mind and being open.

And I think that resource page was awesome. If you haven't created a workforce or a resource base for your system and for your staff, I think that's important especially in an integrated system. The joint federal guidance I think is awesome when you're bringing together our education partners, adult ed and VR, or both rehabs, because when we put these joint guidance documents together, each agency put the same documents together they, but they put it in the language that their agency could understand.

So they were a part of that whole system. So I think that's good to show that and have that. And it shows that you've done your homework, that you know what's out there and what's available. So I appreciate that.

Now a couple of questions and we're going to move into some discussion, but before we get to the discussion, Dan, there is a question for you. "Have you seen any accomplishments were SCSEP from the business engagement group that has increased OJEs, improved injured employment, etcetera?"

MR. HOGAN: It has really been too early, and that group is still working on it so there wouldn't be any results from that yet because it just has not been implemented far enough yet.

MS. HARRIS: OK. That's fair.

MR. HOGAN: But we will keep an eye on it. to keep an eye on it.

MS. HARRIS: OK, thanks. Carol, "Has any other state SCSEP had other national providers seek their blessing/approval for their MOUs or IFAs?"

MS. SALTER: So number one, they aren't – we're not looking for a blessing, we're looking for total cooperation and coordination when we're doing the MOUs and IFAs. So my answer to that is yes. For instance, Dan and I have – Dan from New York, we've worked very closely together to make sure that we're in agreement with the MOUs and IFAs and the same in our other sites. So if they're not working, then if you're not working together for a total approval, not just the blessing, then something's broken and that needs to be fixed.

MS. HARRIS: Thank you for clarifying that, Carol, because it is very important. Because often the national subs to the state and so that cooperation between the two entities is important. And for those who are struggling with that, get in touch with Carol or Dan and see what they did, how will they work those kinks out.

Because as we said earlier, it happens over time. It doesn't happen, but it's not going away either. So now is the time to learn from your peers. What did they do. Somebody else would like a copy of Dan's release of the information. He's going to send that and it's going to come here at the national SCSEP office and then they will put it on the COP. So you will get in an announcement or a notice when that comes out. OK.

Now, I have a couple of questions for our panelist. Contributing to the American Jobs Center Network, and I'll give Angie a rest from her voice, so she can go third for now. But, "Carol, how did you guys decide how you would contribute to the American Center Network and determine what you would contribute?"

MS. SALTER: Well, that is a great question and I think somebody there from Department of Labor, it might have been Lamia (ph), somebody made a comment that is so very true, that each individual site operates differently. And I will say, for example, in the in the state of Oregon we have multiple MOUs and IFAs some of them are different. So some of them are based on square footage if we're co-located at the One-Stop.

Some of them are based on – one of them specifically is based on the number of participants that are served. And we negotiated that. For instance, if they serve 50,000 participants last year came into their One-Stop and we have five slots for that one stop, then we do one-ten-thousandth of the cost. And so, it's different for every single place that we have negotiations.

We have some where we're not required to pay anything, and we have some who have said starting next year, well January 1st of next year, we will start contributing. So it really is all over the board. And that's what's important about making those personal connections and relationships with each one of your local One-Stops so that you can determine that on an individual site basis.

MS. HARRIS: OK. Thanks, Carol. Dan, did you have anything to add to that?

MR. HOGAN: Yes. In New York right now it is based on co-location. So if there's a SCSEP program co-located in a One-Stop then, as Carol said, it'll be up to the individual One-Stops on how they account for it, whether it's square footage or some sort of usage. In New York we're waiting to get a single data system, so we can have an actual measurement of usage to get non-co-located programs and to see what their infrastructure cost would be. But until then we're doing it based just on co-location.

MS. HARRIS: OK, Carol. I mean Angie.

MS. NELSON-WERNLI: As I mentioned, we let the subrecipients coordinate with each of the boards on its own cost allocation for the co-location also. So proportionate share based on how they interact with each of the workforce centers.

MS. HARRIS: OK thank you. And I would just add just one comment on there. The co-location in determining what method you're going to use behind you contribute. Carol mentioned that one of them and they don't pay anything, and they were saying that next year they're going to have to start paying and they're going to reconcile.

For each of the IFAs and MOUs, there's a reconciliation period in time when you come back to reconcile cost, what's the real cost, what's the cost that needs to be adjusted, that kind of thing. But each local area has to determine what that is. If they said, OK, you're not going to pay anything this year, it has to be documented in the IFA or MOU, so all of their partners are aware and are in agreement with whatever was decided for that period.

So I just wanted to make sure that was clear. Providing services in the comprehensive American job center, and I know each of them are different. And Carol, I mean Angie, I'm going to let you answer this one first. And you can just pick a couple of your centers because you have a million of them. How do you provide services in your comprehensives, is it typically cross training of staff or through a direct linkage?

MS. NELSON-WERNLI: All of the above. Yeah, there really is a wide range again across the entire state of it being, you know, in some of them we are physically co-located in others there is that that cross training of both the center staff plus the SCSEP staff to know what programs are available, what services are available. And then of course that direct linkage is also available. So it really is very varied across all of the 18 boards that we serve.

MS. HARRIS: Carol?

MS. SALTER: Yes, my answer is going to be the same as Angie's. It depends on where we're at. But mostly we're physically co-located at the AJCs, that's what we really push for. Some kind of physical presence at the AJC. I mentioned the passport program or some other kind of cross training that we do and anything that we can do to help benefit the partnership and the direct linkage is pretty awesome.

We have one site that linked up with the national emergency grant program under TAA and received one of their participants who needed an internship. And she is now interning with us for free, doesn't cost us anything because we're the intern; and she's working on developing host agencies for our SCSEP program.

So again, we provide services through the AJC and we get reciprocal assistance from them when we need assistance.

MS. HARRIS: That's awesome. That passport program, Carol, I was going to come to it later. But that passport program is one of those ways to cross-trained partner staff and getting it all signed and having all, you know, getting the complete signature you guys do a pizza party and celebrate that.

But that's also a method for ensuring that the partner staff are cross-trained. And that also helps when you're negotiating your costs and all of that. So I say that for the group, for everybody listening, take away some of the innovations that you hear. It didn't have to be real complex; it could be something as simple as a passport.

MS. : Carol, I just gave you an air high-five on that one. When you can find someone that can help enhance your program services and really help with the things – the little intricate things that can be – can take up some of your time. A question I have for the panel was through having your participants there and being co-located with the other program, do you find that helpful for recruitment? Not everybody at the same time.

MS. SALTER: Well, this is Carol. I again I have to say absolutely it helps with recruitment. The individuals that we serve are a lot more responsive to their peer group, to people who are their own age. And to be able to have our participants reach out to other potential participants or applicants and let them know about the program and how it works and how successful it is. It absolutely is important for us.

MS. HARRIS: Angie or Dan?

MR. HOGAN: This is Dan. For us, many of the programs even if they're not co-located at the One-Stop, they do sort of have an office hour there where they are present to recruit there. So they're – just always having a presence there helps with recruiting at the One-Stop.

MS. : Great. That's encouraging to hear.

MS. SALTER: This is Carol again. I would add one more thing. Is that we have had several of our participants to get hired at the One-Stop because of their work in recruiting. Not only recruiting individuals but helping in the labs and working at the front desk– I'm sorry, training at the front desk. And you know they have actually been hired.

MS. : Great. Because I wanted to – the next question would be, "How is the employment engagement piece working with that presence there? Do you all tap into that area by using the rooms, the conference room to have anything hosted, or do you use that component of the employer engagement piece?"

MS. SALTER: Carol again. We absolutely use the employer engagement piece, I would say all of the locations where we're co-located. Our participants get a flier when there's going to be a hiring event and they go to that hiring event at the One-Stop. So we are always engaged there with the employers. Also, we work very closely with the DVA, that's the veteran representative because we have veterans preference in our program.

And so, whenever they get somebody who's 55 and older, they refer them to our program. They know our program and they refer them to our program. Same with some of our sites that have the homeless veteran reintegration program, which is a program that's also run through the Department of Labor; it's called HVRP, homeless veteran reintegration program. Those individuals refer from people to us, refer veterans to us and that helped me make our – not that we have count, but that we do get a lot of veterans through that program. So we work together as a team.

MS. : Great.

MS. NELSON-WERNLI: Same here with Texas. You know we're very involved in the hiring events or the fliers and the referrals back and forth. Each of the areas know their areas the best and who's hiring and who can be engaged and what services are needed and then what skills to help get participants to be able to be employed.

MS. : Great. Thank you, guys.

MS. HARRIS: I just want clarification before we get the next question. Even for those SCSEP grantees that are not co-located in the One-Stop are still required to contribute. So I just want to make sure that that's clear to the infrastructure cost.

So that's why I think that passport and cross training or however you decide is important to keep those things in mind because when Winston talked yesterday about the regional monitoring and when they come out to monitor your program and are looking at how you're co-located, just make sure you know the options that are available to you. So even if you're not co-located there's still the requirement to contribute to infrastructure cost.

Next question. We have two more because we're getting close to time, but the next question is, "Each of you, what challenges did you face at the beginning of the partnership?" Angie, can you go first with that? What challenges and how did you work through them.

MS. NELSON-WERNLI: I guess the very beginning, I would say the biggest challenge is just trying to wrap your head around all the moving parts. You know all the moving – all the required partners and how and how to set-up the MOUs. It's just overwhelming if you don't take it piece by piece.

And that, once again, that weekly conference call and workgroup and the guide that was developed out of that just was really helpful to try to nail down some of those moving parts. And then just getting everyone on the same page, with the same lingo, the same language, and the same requirements. Which again, the weekly calls did, and the guide did. So that was one of the biggest challenges at the very beginning and how we worked through.

MS. HARRIS: So Angie, with the weekly meetings did you guys focus on a topic each meeting?

MS. NELSON-WERNLI: No. I don't – no, we actually kind of left it open. We came in with maybe some specific topics or something to kind of keep the conversation moving forward, but they really progress on their own with everybody talking step-by-step on how to this done.

MS. HARRIS: OK. Dan, what challenges –

MR. HOGAN: I kind of touched on what I thought was our biggest challenge is really being a small fish in a big ocean. You know, we first approached DOL about being part of the combined plan and we were too late for that. So we're not part of the combined plan now, but we will be for the next plan so that established that.

And then SCSEP isn't all that well known throughout many of the career center other programs, so the biggest challenge was really explaining SCSEP and letting folks know what we do and just getting that seat at the table really.

MS. HARRIS: OK. And Carol?

MS. SALTER: So as I talked about before, I was a huge proponent for working with the One-Stop, before they became AJC, with the One-Stops. And so, we had relationships with the One-Stops in most of the sites already. In fact, in the state of Utah, which we have the whole state of Utah, we are a 100 – we were always a 100 percent co-located at the One-Stops. And we don't even have an Easter Seals office there.

So when I think about challenges, I think the biggest challenge was when we were negotiating the infrastructure pretty much, because there are several different ways that we can do that. We can do it based on square footage, you can do it based on FTEs; we can do it based on how many individuals are receiving services.

So it was just very interesting that many of our MOUs, our infrastructure agreements are different around the country. And just, you know, I have to be flexible in our project directors have to be flexible in doing what the whole team is doing. So we – that probably was the biggest. It wasn't negative, but it was probably the one barrier, not even a barrier, it was a challenge.

MS. HARRIS: And what I also like about what you said, and I want other people to hear that every MOU was different. Because every local area was different. And be open to the nuances of your area and go with that. There should not be a template that everything looks the same because everybody's situation is different. Just open your mind to that.

And the last thing we have because we have one minute, and I'll start with Angie, Dan, then Carol. Angie, "What one thing would you recommend to your colleagues for integrating into the workforce system?"

MS. NELSON-WERNLI: Communication. You got to open those lines of communication with each of your areas and being open on it and discussing benefits and challenges and barriers. We all have them, and we all are – you know, several brains are better than one. Bring it all to the table.

MS. HARRIS: Thank you. Dan?

MR. HOGAN: I have to agree with Angie that communication is the key. And it's amazing what can happen if you start talking to folks.

MS. HARRIS: And Carol?

MS. SALTER: Since I agree with both Angie and Dan and don't need to repeat it, one thing that I did want to bring up is to make an effort if you can to get on your state workforce board. To be a representative on that state workforce board. If you take a look at the mandated individuals that are on the board, for instance, they have to have somebody that's representing somebody with a disability.

So maybe you could be that representative of people with disabilities or if you're connected with the union in your state you could be a union rep on that board. But look for the different kinds of seats that they have on the board and get to the head of the table. That's what I would say.

MS. HARRIS: All right. Well, thank you all. Thank you to our presenters. They were marvelous. Dan, Angie, and Carol, you guys did great. Represented SCSEP well. My heart is encouraged on the integration of the workforce system as a person that manages one of those programs. And thank you so much.

MS. : Thank you all very much as well.

MR. VEHLOW: Yeah. Thanks everyone for attending session one. We'll be having session two. We are going to get a half-hour break and then we return for session two. If could please just stay logged into our room for a minute longer to provide us with some feedback. When you see the feedback window you can let us know what you thought of today's webinar, you can share with us your thoughts.

Let us know what you liked or what we can improve on. There's also an additional topics window where you can let us know what you'd like to hear in future webinars. Just remember, a recording of webinar, as well as a transcript and an executive summary will be made available in the workforce GPS in about two business days.

So again, we want to thank everyone for joining us and hopefully we see in you in half an hour.

(END)