

## 10-19-2022 Delaware WIOA Leadership Team Meeting Notes

### 2023 Meeting Dates -

- ✓ Hope sent out the 2023 Meeting Invites on 10-17-22. The Leader and One-Stop Team meeting schedules were included in September meeting notes (Appendix A).
- ✓ It was agreed that both WIOA Leadership Team meetings and One-Stop Team meetings should start transitioning back to at least some in-person meetings in 2023. It was noted that the hybrid meeting options (in-person & virtual) are not very successful at this point. It was also noted that there are many more meetings since they have become virtual so quarterly in-person meetings were suggested. [Note: We will work to hold in-person meetings where there is a conference calling system so that those who can't attend in person can listen to the discussion. Meeting locations and in-person dates will be discussed next month.]
- ✓ One-Stop Team Meetings – The Leaders want these to be held, in-person, at least twice a year in 2023.

### WIOA State Plan & Project Planning for 2024-2027

- ✓ Joanna shared an offer by Deloitte that would assist in our efforts with vision, mission and much more. "... We would like to offer you (pro bono as appropriate) a Workforce Development Leadership Lab, for you and the state workforce executives of your choosing. The purpose of the ~3 hour in person lab, developed closely with you and facilitated by our national state workforce development team, would be to help you and your chosen leaders discuss critical statewide workforce data impacting Delaware, analyze successful case studies and governance models that may be applicable to the state, conduct immersive activities to capture workforce vision and key hurdles, and create an actionable, shared vision for the future." For more information, see Appendix A.
- ✓ The Leaders expressed interest in this offer. Joanna will check on available dates for Deloitte.
- ✓ Roles and Resources Document – If any agencies have changes, please send them to Joanna.
- ✓ Identifying Common Goals – Hope will develop a document that shares all of the agencies' goals that were shared so far. This will be reviewed at our November meeting.

### 10-11-22 Delaware Workforce Development Board Planning Meeting - Joanna Staib

- ✓ Joanna reported that this was a successful planning meeting with many Leaders in attendance. Committee assignments were discussed.
- ✓ Dover High School may be used at a model school to work with senior who have decided not to attend a 2 or 4 year post- high school program.
- ✓ [From Ashley Nichols, DRAFT, of Board Meeting Notes Related to Goals]: **A Year in Review:** Scott Malfitano discussed five (5) goals the Workforce Development Board has accomplished this past year.

Goal 1 - to establish best practices to match providers with skilled job opportunities. We identified and met with innovative workforce programs in the state and country and supported United Way's landscape analysis of workforce programs in the state. A group of board members toured the #1 workforce development program in the country for 13 years in Louisiana and attended the National Governor's Conference for workforce chairs.

Goal 2 - to implement a strategic business engagement program. A business liaison program has been initiated, a SHRM member was added to the committee, and we are utilizing survey results to identify the critical skills/occupations needed throughout the state. We provide support to business by connecting them to trainers to establish a workforce pipeline and submitted an ARPA request to provide support for manufacturing companies in the state. We continue to work with the Youth Committee to "adopt" a high school which will connect students to local businesses.

Goal 3 - to invest ARPA funds on innovative programs aligned with strategic outcomes. There was \$50 million earmarked for workforce. We worked with the Governor's Office to review workforce proposals, tracked ARPA workforce dollars to eliminate duplication, and provided support/feedback for Department of Labor's requests.

Goal 4 - to expand Delaware Workforce Development Board engagement. We added board members statewide and expanded industry representation. Also, introduced the board to organizations statewide such as Delaware Bio, Delaware Restaurant Association, STAR Campus, Central Delaware Task Force, and many more. New board members were provided an onboarding packet.

Goal 5 - to conduct a comprehensive data and business intelligence research analysis. Work was done through the engagement with Zogby Analytics. During phase I, they surveyed 251 businesses in Delaware to identify workforce needs. The Business Liaison program is engaging businesses in growth industries to identify the hardest to fill occupations. Also, we are working with stakeholders to help identify emerging occupations.

#### **“Barriers to Higher Paying Jobs Among Low Income Earners in NCC”**

- ✓ After attending our Leaders' meeting last month, Karryl Hubbard shared this report, which has been attached to the email sent with these meeting notes. [The report was also attached to the email sent with the agenda draft.]
- ✓ Hope has asked if ACO Consulting Services could share the key findings at the virtual Convening. [Hope has confirmed that this has been approved.]

#### **Credit for Prior Learning – Peg Enslin**

- ✓ Peg reported that the Task Force has resumed. The framework should be approved by the end of November. Developing a specific plan (next step) will be the challenge. She will keep us updated.
- ✓ Once operational, this will become an awesome on-ramp for learners who may have prior experience (instead of schooling) or for those who could not complete an entire training coursework initially.

#### **Delaware Equity Employment Project (DEEP) - Joanna**

- ✓ This project was funded by the US Economic Development Administration. The purpose is to analyze the needs of Delawareans and employers to design effective strategies that increase access to equitable employment opportunities especially within Delaware's Promise Communities.
- ✓ There are 6 work streams involved in this project, in various degrees of completion.
- ✓ After this meeting, Joanna shared slides that provided an update. These have been attached to the email sent with these meeting notes.

#### **DET Update – Lester Carlisle**

- ✓ The Career Grant Initiative is in testing mode.
- ✓ Tableau Enhancement: They are finalizing an MOU.
- ✓ Lester will share information on these initiatives as they become available.

#### **Meet People Where They Are**

- ✓ This is an exciting new DET initiative. See Appendix B for detailed information.
- ✓ “Meet People Where They Are” is an outreach program that has pushed the Department of Labor to go above and beyond to take our services outside of our offices and connect with those in the community to meet people on their level right where they are.”

[NOTE: Hope was fighting the flu and had to stop at this point. The topics below will be discussed at November's meeting.]

- ✓ Delaware's Evaluation Cohort – Continuing Efforts: Looking at Data Comparisons among Partner Programs that allow us to compare barrier data to see what we can learn.
- ✓ Plans for Virtual One-Stop Convening Workshops
- ✓ A Discussion of What “Diversity, Equity & Inclusion” Means to Agencies
- ✓ A review of Partner Agencies' Goals that Relate to the 3 DWDB “Common Goals”

**Other Tentative Items for October WIOA Leadership Team Meeting**

- ✓ Update: Referral Tracking Process within the One-Stop Partner System
- ✓ WIOA State Plan and Project Planning (esp. Deloitte assistance)
- ✓ Statewide Longitudinal Data System
- ✓ Location and Dates for In-Person WIOA Leadership Team Meeting in 2023

**Next Meeting:** Wednesday, November 16<sup>th</sup>, 9-11am via zoom

Respectfully Submitted,

Hope H. Ellsworth, One-Stop Operator  
Light Quest, LLC

## APPENDIX A

### 9-21-22 Offer by Deloitte to help facilitate discussion about moving forward

**From:** Clough, Daniel <[dclough@deloitte.com](mailto:dclough@deloitte.com)>

**Sent:** Wednesday, September 21, 2022 10:24 AM

**To:** Staib, Joanna (DOL) <[Joanna.Staib@delaware.gov](mailto:Joanna.Staib@delaware.gov)>

**Cc:** Davidson, Glenn <[gldavidson@deloitte.com](mailto:gldavidson@deloitte.com)>; Ellen Valentino <[evalentino@cgagroup.com](mailto:evalentino@cgagroup.com)>; Overley, Nicole <[noverley@deloitte.com](mailto:noverley@deloitte.com)>; Quinones Cardona, Angel <[aquinonescardona@deloitte.com](mailto:aquinonescardona@deloitte.com)>

**Subject:** Follow-up on Delaware workforce development

Joanna,

It was a pleasure meeting you and learning more about Delaware's vision for state workforce development last week. We hope you found the conversation useful! As mentioned, Deloitte has a dedicated team that helps states facilitate the discussion on statewide workforce development, set effective strategies, and implement programs across stakeholders from industry, higher education, non-profit and government.

After our discussion, we huddled with our state workforce development practice. Given our passion for Delaware's success, we would like to offer you (pro bono as appropriate) a Workforce Development Leadership Lab, for you and the state workforce executives of your choosing. The purpose of the ~3 hour in person lab, developed closely with you and facilitated by our national state workforce development team, would be to help you and your chosen leaders discuss critical statewide workforce data impacting Delaware, analyze successful case studies and governance models that may be applicable to the state, conduct immersive activities to capture workforce vision and key hurdles, and create an actionable, shared vision for the future.

Typical outputs of these labs are:

- (1) **Awareness** of successful models and case studies in state workforce development, and understanding of data sources necessary for success
- (2) **Vision Statement** articulating the workforce development priorities
- (3) List of **Strategic Ambitions** outlining your goals for industry, skill development, and government
- (4) The beginnings of a **Governance Structure** clarifying roles and procedures for key functions across stakeholder groups
- (5) **Action Plan** regarding next steps in forwarding the workforce development ambitions

We would enjoy meeting again soon in person or virtually to share examples of similar labs we have conducted, including examples of inputs, work product, visuals used, agenda and key outputs. If interested, please let us know a few times and days that may work!

Dan

**Dan Clough**

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# “MEET PEOPLE WHERE THEY ARE”

*Date: September 20, 2022*

“Meet People Where They Are” is an outreach program that has pushed the Department of Labor to go above and beyond to take our services outside of our offices and connect with those in the community to meet people on their level right where they are.

From August 1<sup>st</sup>, 2022, to now, we currently have a total of 330 people who have had the opportunity to connect with our staff and learn about the Department of Labor’s programs and services.

## **Total Number of Outreach Events Attended**

To date, we have completed 10 Community Outreach Events in addition to our current outreach opportunities.

- Friday, 8/19 Newark – Farmers Market & Concert (Bellevue Community Center)
- Saturday, 9/10 Newark – 3<sup>rd</sup> Annual District Day Health, Wellness & Resource Fair
- Thursday, 9/15 Newark – Farmers Market (NCC Department of Community Services)
- Wednesday, 8/31 Fox Valley – Brandywine Zoo Sip and Stroll Days
- Saturday, 9/10 Fox Valley – Back to School Block Party
- Saturday, 8/20 Dover – Annual Community Day
- Friday, 8/26 Dover – Resource Fair by Whatcoat Services
- Saturday, 9/10 Dover – Providing Dream Achievement Day
- Saturday, 8/27 Georgetown – Bargains on the Broadkill / Great Duck Race
- Sunday, 9/4 Georgetown – Back to School with a Bang

Of the 330 people, our staff have had 196 outreach connections who specifically inquired about information on the services we provide as well as what programs the Department of Labor offers throughout the state of Delaware.

## **Total Number of Clients Served Per County**

|            |     |
|------------|-----|
| NEW CASTLE | 92  |
| KENT       | 72  |
| SUSSEX     | 32  |
| TOTAL      | 196 |

## **UPCOMING EVENTS**

- Saturday, 10/1/22 Dover – Rock the Block
- Saturday, 10/8/22 Newark – Community Day
- Saturday, 10/8/22 Georgetown – Community Street Fair/Fall Harvest
- Saturday, 10/15/22 Georgetown – Apple Scapple Festival

## **Outreach Goals**

- Connect with the community on a deeper level
- Spread the word about our services offered by the Department of Labor
- Draw more people from our local communities to our American Job Centers
- Provide all community members with information about our services and programs and how to access them
- Engage with those unemployed and inspire them to strive for employment and success
- Improve the COVID-19 gap from being remote to being in person and restoring the connection and level of communication with our local communities

## **Status**

The Division of Employment and Training American Job Centers have each committed to attend two to three community outreach events per month to try and achieve these current outreach goals outside of our local business hours. We are working through obstacles and barriers in our areas and trying to build the connections that were lost due to the long-lasting effects of COVID-19. The need for employment and training is higher than ever, but the desire to gain employment is also at an all-time low. The way to break through this barrier is to go above and beyond and meet with people through a face-to-face interaction and try to connect with them at their level to inspire them to make an advancement in their employment journey. All it takes is someone from the community to take the first step. If someone from the community sees a staff member taking the initiative and making the first step to reach out to them, then maybe that community member will become a client and take their first step towards gaining employment.

However, we can't do this alone. It will take a village and we will need the support of the agencies around us to come together through this outreach journey. As events are added/created, please join with us in spreading the word so we can share about the good work that the Department of Labor is accomplishing and further reach more people in our communities.