



WIOA 101 – An Introduction

Workforce Innovation and Opportunity Act

Created by the WIOA Integrated Service Delivery
Communications Team



Overview

- What is WIOA?
- WIOA in Wisconsin
- How WIOA can work for you
- Importance of Communication, Coordination, and Collaboration



A more detailed version of this presentation can be found through the WIOA website and on YouTube.

<https://www.youtube.com/watch?v=S2p3X9dCCL0>



What is WIOA?

- Signed into federal law in 2014
- Designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy



What is WIOA?

- Requires states to strategically align their core workforce development programs to coordinate the needs of both job seekers and employers



What is WIOA?

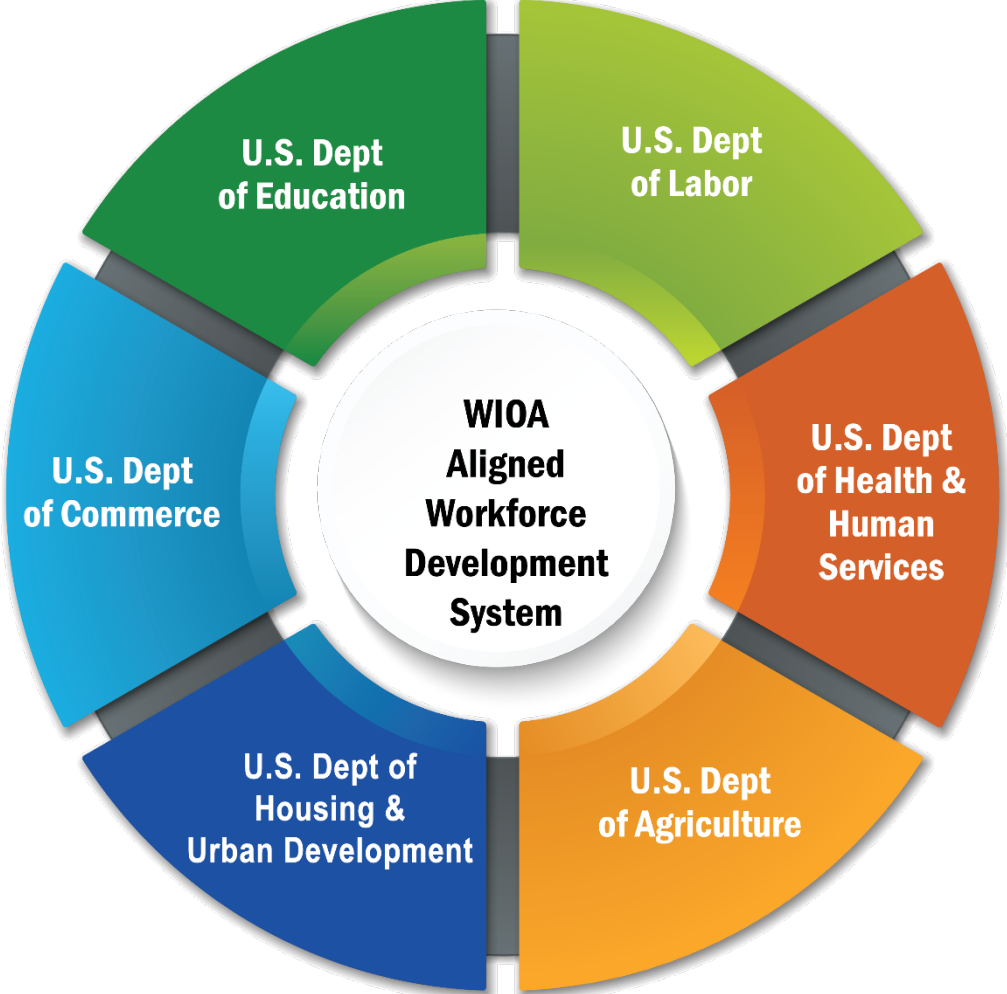
Built on three key pillars:

1. One-stop job centers provide first-rate customer service to job seekers, workers, and businesses;
2. The demands of businesses and workers drive workforce solutions;
3. The workforce system supports strong regional economies.



WIOA and the Workforce Development System

WIOA aligns public workforce investment, education, and economic development systems.





Federal to State

Federal Government



Legislation, Funding,
Rules, and Guidance

State Plan, Reporting,
and Monitoring

State Government



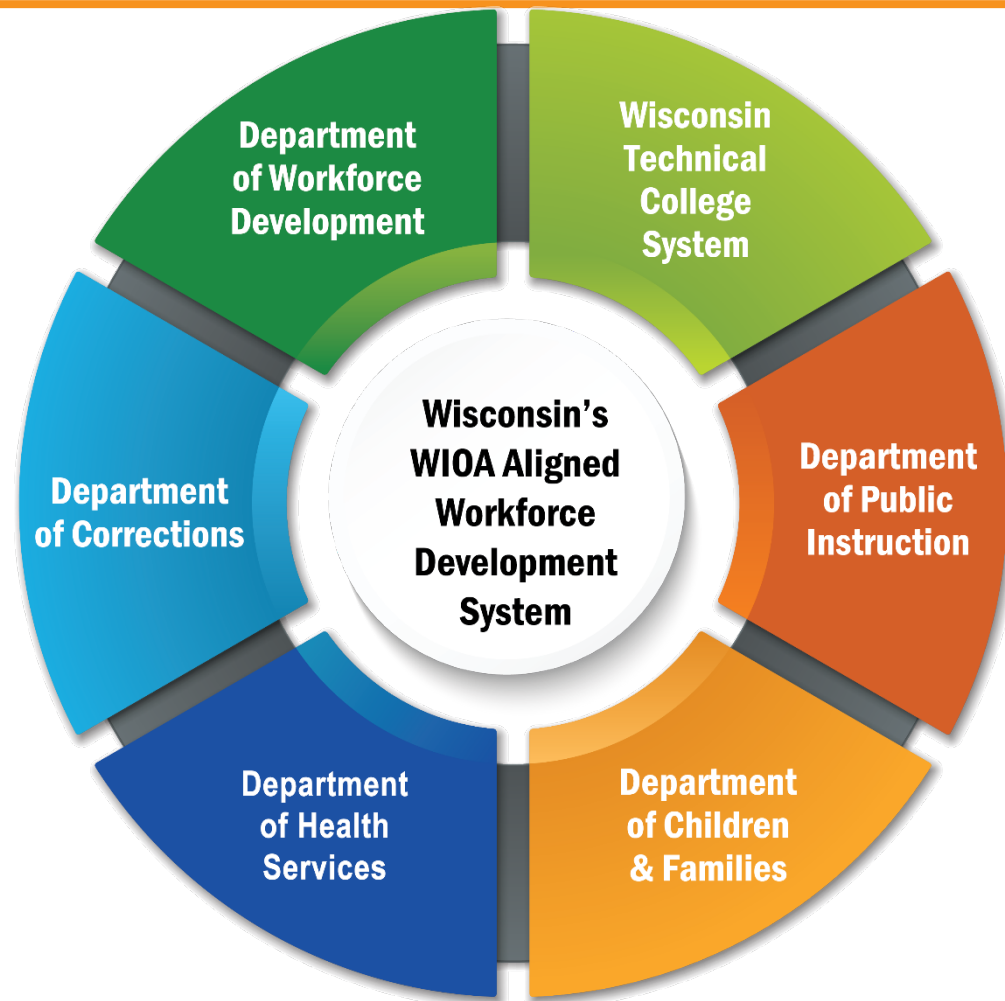


WIOA State Level Activities

State level activities include:

- Development of the State Plan
- Development of policies and procedures
- Development and maintenance of IT systems
- Fiscal and monitoring responsibilities
- Performance reporting
- Organization of cross agency work groups

Wisconsin's WIOA Partnerships



Wisconsin state agencies align to administer WIOA programs.

Federal to State to Local

Federal Government



Legislation, Funding,
Rules, and Guidance

State Plan, Monitoring,
and Reporting

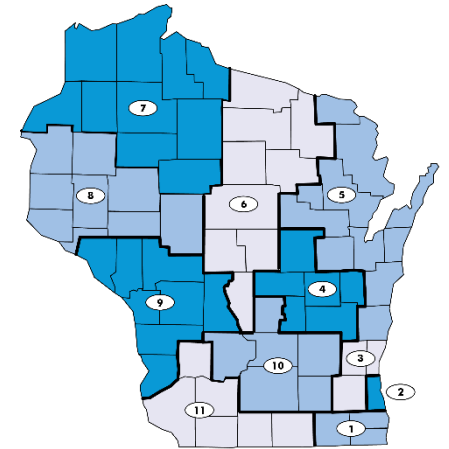
State Government



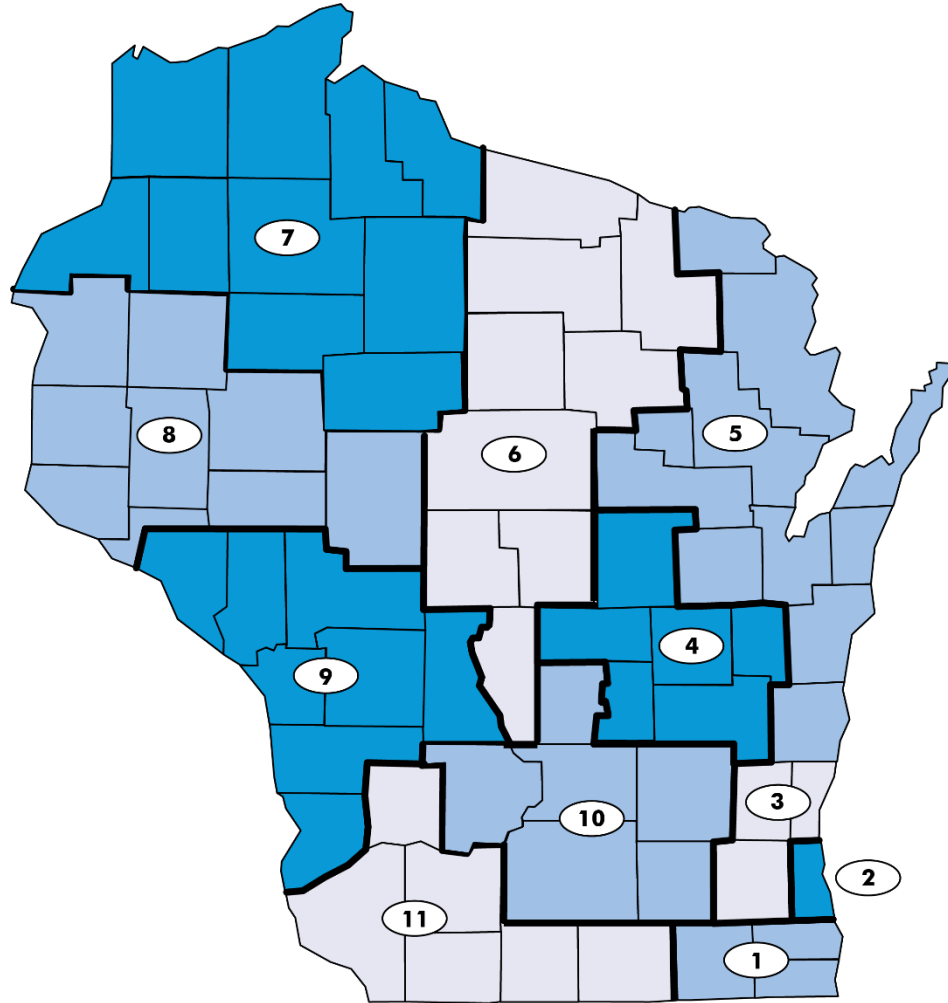
Guidance and Funding

Local Plan, Monitoring,
and Reporting

Local Entities



Workforce Development Structure



1. Southeast
2. Milwaukee
3. Waukesha-Ozaukee-Washington
4. Fox Valley
5. Bay Area
6. North Central
7. Northwest
8. West Central
9. Western
10. South Central
11. Southwest



Title and Partner Programs

- DWD's **Division of Employment and Training** (DWD-DET) implements:
 - Title I (the Adult Program, Dislocated Worker Program, and Youth Program);
 - Title III (Wagner-Peyser);
 - Partner Programs: TAA and JVSG
- DWD's **Division of Vocational Rehabilitation** (DWD-DVR) implements:
 - Title IV (Vocational Rehabilitation)
- The **Wisconsin Technical College System** (WTCS) implements:
 - Title II (Adult Education and Family Literacy Act)



Title and Partner Programs

- DCF's **Division of Family and Economic Security** implements:
 - Temporary Assistance for Needy Families (TANF) Program (Wisconsin Works W-2 Program)
- DOC's **Division of Adult Institutions** implements:
 - Reintegration of Ex-Offenders Program authorized under the Second Chance Act of 2007
- DHS's **Division of Medicaid Services** implements:
 - Employment and Training Programs under the Supplemental Nutrition Assistance Program (SNAP) (FoodShare Employment and Training (FSET) Program)



Small Group Discussions re Partnering and Making Referrals

1. What partnerships currently exist in your local area?
2. What are the benefits of these partnerships?
3. What are the challenges?

Small Group Discussions re Partnering and Referrals

4. What opportunities are there for local improvement?
5. What resources or help do you need to partner better?



Serving Better Together

Connecting our clients to the right program, with the right services, at the right time.



RIGHT
PROGRAM



RIGHT
SERVICES



RIGHT
TIME



What is a Referral?

- Providing information to a client, in a usable and understandable format, about another WIOA program, that you believe is appropriate to support that client with employment, training, and/or supportive services.
- By giving a referral to another program, it is believed that the other program could provide services to the client.
- Referrals can come in many forms and can include something as basic as providing access to information about another program, or as involved as actively connecting clients to other program staff.



Importance of Referrals

- Provide seamless, customer-focused, integrated service delivery across all WIOA title and partner programs and enhance access to programs' services.
- Connect all clients to the full range of services available in their communities.
- Ensure that job seekers have access to information and services that lead to positive employment outcomes.

Communication

- Connect with your local WIOA Programs and Partners
 - <http://www.wisconsinjobcenter.org/directory/default.htm>
 - <https://211wisconsin.communityos.org/guided-search>
- Understand what services they can provide a job seeker, that you cannot
- Be comfortable reaching out (We are all in this together)

Directory

Directory of Workforce Services

Click on your county to learn what services are available near you.

The safety of our employees and customers remains a priority. Job Centers will continue to follow local safety guidelines and take the necessary precautions.

Virtual Workshops: Sign-up for a virtual workshop to assist in resume writing, interviewing, job search tips, and more.

Employers: Contact your local Business Services Representative to learn about what services your regional workforce system can provide your company.

Partners: Connect with local workforce resources by contacting your local Job Service Director.

Libraries: Did you know you can also access workforce resources at your local library? Learn more.

Career Planning: Search for career advancement opportunities by searching for trainings, apprenticeships, and jobs by occupation, wage, and education level in sixteen career clusters on the Wisconsin Career Pathways webpage. Or learn about Wisconsin Apprenticeship opportunities by visiting WisconsinApprenticeship.org.

Due to weather conditions your local job center may be temporarily closed. Click on the button below for more information.

 Job Center Closure Information



Directory


Portage County Employment and Training Services

Find the services that are right for you:

Job Search Assistance

If you need assistance with resume writing, job applications, interview tips, JobCenterofWisconsin.com registration, or navigating the Unemployment Insurance online system, contact **Job Service**. We also offer workshops and career exploration tools.

Connect with Job Center of Wisconsin Job Service staff:

 **Email:** northcentraljobcenters@dwd.wisconsin.gov

 **Phone:** (715) 261-8700


 **Website:** [Job Center of Wisconsin](#)

Program Name/s: Workforce Innovation and Opportunity Act (WIOA) Title III, Wagner Peysner, RESEA, Job Service


Employment Services for Veterans

If you are a veteran or spouse of a veteran who needs assistance finding a job or determining your next career, contact an **Office of Veteran Employment Services** representative. You may be eligible to receive services like employment assessments, resume assistance, job search assistance, introductions to veteran-friendly employers, and referrals to other veteran programs.

Connect with a Veteran Employment Representative:

 **Name:** Nancy Brown

 **Email:** Nancy.Brown@dwd.wisconsin.gov

 **Phone:** (715) 679-5524 or (715) 218-0006

 **Website:** [Wisc Jobs for Vets](#)

Program Name/s: WIOA Jobs for Veterans State Grant Program (JVSG), Disabled Veterans' Outreach Program (DVOP), Local Veteran's Employment Representative (LVER)

211 Guided Search

<https://211wisconsin.communityos.org/guided-search>



Communication Resources

- wiod.wisconsin.gov
- Directory of Workforce Services
 - <http://www.wisconsinjobcenter.org/directory/default.htm>
- WIOA State Plan
 - State: <https://wioaplans.ed.gov/node/330661>
 - Local
- Subscribe to WIOA Communications
 - <https://dwd.wisconsin.gov/wioa/signup/announcements/>
- WIOA Integrated Services Delivery Communications Team
- Your Agencies Communications Office



Coordination

- One-Stop Operators (OSOs)
 - Hired by Workforce Development Boards
 - MUST coordinate the service delivery of required one-stop partners and service providers to ensure meaningful access to all programs through the one-stop delivery system.
 - This MAY include:
 - Coordinating service providers within the Job Center and across the One-Stop Delivery System
 - Being the primary provider of services within the Job Center;
 - Providing some of the services within the Job Center;
 - Coordinating service delivery in a multi-center area, which may include affiliate job centers
- Coordinate Your Own Meetings
- Coordinate local educational opportunities



Collaboration

What's one thing you can do when you get back to your home location to improve your collaboration or partnering?



Thank you!

Visit WIOA.wisconsin.gov to:

- Sign up to receive WIOA updates
- Learn more about WIOA in Wisconsin
- Access WIOA resources