

Oklahoma Game Changer Outline

The Overarching Goal: A unified State solution to employer's skill requirements resulting in the Education and Training supply meeting employer demand.

Goal Achievement has two Meta-Strategies

- Make the workforce/talent development system more effective and efficient by creating common outcomes; developing virtual tools; raising service quality and moving more resources to direct client training services.
- Ensure Oklahomans attain labor market relevant credentials that meet employer needs.

Drivers:

- Career pathways is a unifying approach and provides integrative framework
- Regional approaches are the most effective, flexible and efficient way to tackle tough workforce issues
- Workforce strategies must integrate with P-20 education strategies
- Realization that no one agency or entity can achieve needed results alone. Multi-agency partnerships are central to effective action; leads will vary by strategy and project but the key is joint outcomes that ultimately benefit Oklahoma.

Meta-Strategy: Make the workforce/talent development system more effective and efficient by creating common outcomes; developing virtual tools; raising service quality and moving more resources to direct client training services.

Game Changer 1: Make the workforce/ talent development system respond better to employers and job seekers through a series of dramatic changes in how services are delivered.

- Governor to charge GCWED with providing the forum to develop common outcomes that will drive the system changes necessary to achieve dramatic and measurable improvements in service delivery to include establishing common metrics and scorecards for use across agencies.
- Create "single contact" system for employers, that is both virtual and connected to regional business services teams that are working across program silos
- Create Virtual service delivery system-supplemented by a live chat feature.
- Use technology to integrate and streamline services for employers and job seekers
- Map industry needs to assess gaps in service and funding; fill gaps with grants and leveraged resources
- Evaluate and Reinvent a "next generation" of one-stops.

- Define high expectations for one-stop centers and hold centers accountable through a rigorous certification process and ongoing metrics and scorecard tracking
 - Create a statewide, single operator delivery system to create consistency and reduce administrative cost.
 - Include in certification requirements use of virtual tools for access to services and to deliver services.
 - Organize one-stops to specialize in meeting needs of key industry sectors in each region
 - Integrate services on community college & career tech campuses; pilot a fully integrated model for placement, job search assistance, business & training services within one region and including at least one career tech and one community college campus
 - Utilize pilot project to identify best practices in regional partner MOU's, resource allocations and one-stop support. Ensuring that one-stops are WIN-WIN for all partners.
 - Strengthen staff capacity by investing in staff development. Require certification for service delivery staff.
 - Create performance standards for staff and incentives to deliver exemplary service; standards to include business and customer feedback on meeting their needs
- **Game Changer 2: Transform WIBs into employer-led regional workforce strategy leaders**
 - Work with regional leadership to repurpose/ refocus WIBs from being program and compliance overseers to being catalysts for regional action on crucial workforce issues through clear and rigorous standards of excellence that reflect strategic emphasis on career pathways using sectors. Standards to include:
 - Focus WIB certification policy on establishing high performance and strategic WIBs; and ensuring WIBs are independent, neutral, and value added
 - Require key industry leaders from regional power sectors to be on regional WIBs.
 - Focus the work of WIBs: identify and meet the needs of key industries within the region
 - Determine how administrative and policy functions can be minimized to allow focus on strategic issues and regional planning
 - WIB work includes: research, analysis, stakeholder convening, development and implementation of action strategies
 - Allow for and promote use of virtual workforce board meetings and encourage and support other types of 21st century technology

- Move to regional WIBs to ensure efficiency and release more funds for training
 - Incent/encourage/ promote voluntary mergers
 - Make the case: stretching limited dollars to be able to devote more resources to training
- **Game Changer 3: Link/integrate workforce and education data systems.**
 - Measure results holistically, not just within agencies/ programs
 - Ask Governor to convene agencies to forge data sharing agreements and processes to create a longitudinal system for education/ workforce P-through adult
 - Use technology to integrate and streamline services for employers and job seekers
 - Improve the electronic labor exchange system to meet employer skills match requirements

Meta-Strategy: Increase labor market relevant credential attainment rates in Oklahoma. Every student or participant finishes school or a workforce program ready to work.

- **Game Changer 4: Adopt Career Pathways as a unifying approach to ensure a pipeline of appropriately skilled and credentialed workers ready and available for Oklahoma businesses to hire.**
 - Get Governor's commitment to career pathways as framework to follow for integrating services and framing career exploration/ career guidance and counseling efforts.
 - Governor to charge the Council to convene efforts to create pathways processes for integration/ collaboration of education and workforce systems
 - Council to provide forum to shape agreement on common definition of career pathways – includes P-20 (including adult learners) and “ready to work”
 - Utilize career pathways to engage employers in leading system change that would include:
 - Get employers involved in the education process which could be achieved by requiring that each school district have an Employer Advisory Committee whose responsibilities could range from responses to curriculum questions to help with employer classroom engagement.
 - Create definitions of work ready and establish metrics to ensure all students and participants are work ready as part of graduation requirements.
 - Workforce programs create guarantees that their referred applicants will meet employer requirements

- Employer to be Regional/sectoral leaders in defining pathways and in overseeing the model in their communities
- Engage communities and parents in understanding and supporting this approach
- Ensure Alignment:
 - Craft regional partnerships that commit to career pathways
 - Align around key industry sectors, both mature and growing, within regions
 - Align career pathways through all phases of K-20 and workforce systems
 - Ensure transitions from one level to another (where people now typically get lost) through interagency compacts forged by the state agency forums and Council committees
- **Game Changer 5: Implement industry-driven credentials that measure skills workers possess.**
 - Combine efforts and build on existing efforts to map pathways with emphasis on employer validation of pathways and skill requirements.
 - Create Stackable credentials through interagency compacts
 - Build off existing credentialing systems, use NAM where appropriate and CRC where appropriate but there is no presumptive system to follow
 - Use CRC/ KeyTrain and Profiling as a core system tool that bridges employers, educators, workforce programs and economic development.
 - Build soft skills into career pathways curriculum
 - Establish measurable goals for outcomes from career pathways in terms of credentials obtained and system alignment
 - Align career pathways with key goals of Complete College America in support of credential attainment - GCWED could develop supporting numerical goal to complement CCA goals
 - System evaluation process should be developed and implemented using the Council as a catalyst