

Background

The Workforce Innovation and Opportunity Act (WIOA) seeks to better serve American jobseekers and employers in part by increasing the level of partnership and collaboration across government entities providing services related to workforce development. In the state of Maryland, Governor Hogan has affirmed that Temporary Assistance to Needy Families (TANF), administered by the Department of Human Resources (DHR), is a mandatory partner in the statewide implementation of WIOA.

The purpose of this survey is to better understand the current relationships and level of integration between Local Departments of Social Services (LDSS) and Local Workforce Development Areas across the state of Maryland in order to assess local areas' readiness for WIOA implementation. We would greatly appreciate the completion of this survey by COB Friday, May 6, 2016.

Questions? Please contact:

Local Departments of Social Services: Sara Muempfer- sara.muempfer@maryland.gov Workforce Development Areas: Lloyd Day- lloyd.day@maryland.gov

Definition of Terms

Temporary Cash Assistance (TCA): Maryland's Temporary Assistance to Needy Families (TANF) program, the TCA program provides cash assistance to families with dependent children when available resources do not fully address the family's needs, while preparing program participants for independence through work.

Local Department of Social Services (LDSS): TCA and other public assistance programs are overseen at the local level by the LDSS, the local branch of Maryland's Department of Human Resources (DHR). There are 24 LDSS offices in the state, corresponding to the 24 counties.

Local Workforce Development Area: There are 12 local workforce areas in Maryland, each supported by a Local Workforce Development Board. Local Workforce Development Boards develop and oversee locally delivered workforce services and leverage community resources through their American Job Centers. The customers of the State's Local Workforce Areas are job seekers and current workers, employers, and the youth.

American Job Center (AJC): American Job Centers (formerly known as One Stop Career Centers) gather available resources in one place so that customers can have easy access to information and resources. They provide a full range of assistance to job seekers and businesses, free of charge.

* Which of the following do you represent?

- Local Department of Social Services Local
- Workforce Development Area

Existing Services to TCA Customers

The following questions are aimed at understanding the existing work programs and workforce development services provided to your TCA customers.

* Please select the LDSS you represent.

* How do you provide employment or training-related services to your TCA customers?

Please select all that apply.

- Pay-for performance contracts with private service providers
- Cost-reimbursement contracts with private service providers
- Wage subsidy contracts with private employers
- Skills training contracts with private employers
- Contracts with the Local Workforce Development Area or other public entity
- Services provided directly by internal LDSS staff
- Partnership with a local community college
- Other (please specify)

* Does your agency employ job developers?

This would include any staff dedicated to working with local employers to develop job opportunities for your customers.

- Yes, full-time
- Yes, part-time
- No

Existing Relationship with Local Workforce Development Area: Program Details

The following questions seek to gain an understanding of the current level of integration or collaboration between the LDSS and the Local Workforce Area.

- * On a scale of 1 to 5, where 5 is the highest, how would you rate the current level of coordination between TCA work programs and AJCs in your local area?

- * How do you currently coordinate with local AJCs?

Please select all that apply.

- No coordination
- Informal linkages (such as information sharing or periodic program referrals)
- Formal linkages (such as a contract or memorandum of understanding)
- Shared intake and enrollment processes
- Integrated case management
- Shared client tracking
- Shared performance goals
- Other (please specify)

- * Do you have an existing contract or memorandum of understanding with your Local Workforce Development Area to serve TCA customers?

- Yes
- No

- * If yes, what services does your Local Workforce Development Area provide to TCA customers?

Select all that apply.

- Skills training programs
- Job placement services
- Priority access to available job opportunities
- Other (please specify)

Existing Relationship with Local Workforce Development Area: Quality of Partnership

* Which of the following best describes your agency's involvement with the Local Workforce Development Board in your area?

- At least one LDSS representative sits on the board and is regularly and actively involved in the Board and its decision-making processes.
- At least one LDSS representative sits on the board and is **not** regularly or actively involved in the Board and its decision-making processes.
- We do not currently have meaningful representation on the Local Workforce Development Board.
- Other (please specify)

* On a scale of 1-5, where 5 is the highest, please rate the level of trust or confidence you have in your peer at the Local Workforce Development Area in serving TCA customers.

Existing Relationship with Local Workforce Development Area: Governance

- * **Do you coordinate assessment tools with your Local Workforce Development Area, such as adult basic education, career interest, and job readiness assessments?**

- Yes; we use the same assessment for our customers.
- Yes; we have separate assessments but share access to assessment results.
- No, we do not coordinate or share assessments.

If you do coordinate assessment tools, please specify which tools.

- * **Do you have a data-sharing agreement with your Local Workforce Development Area?**

- Yes; we use the same data system and both entities have full access to shared data.
- Yes; we use separate data systems but share data openly and regularly.
- No, we do not regularly share data.

- * **Do you have colocated staff or services?**

Please select all that apply.

- The LDSS and AJC are completely colocated.
- One or more LDSS staff members are located in a local AJC.
- One or more AJC staff are located in the LDSS office.
- One or more services are provided in a shared location.
- We do not have any colocated staff or services.

- * **Do you have shared performance measures and goals between the LDSS and Local Workforce Development Area?**

- Yes
- No

- * **Have you organized formal cross-training of staff to increase understanding of LDSS/Local Workforce Area programs?**

- Yes
- No

* **Have you used funds across the TCA and Local Workforce Area programs to support common services and customers?**

Yes

No

* **Please describe any innovative approaches your LDSS and Local Workforce Area have implemented to improve services to TCA customers through the AJC system.**

Readiness for WIOA Implementation

The following questions seek to assess your local area's preparedness for WIOA implementation and to understand potential barriers to successful implementation.

* On a scale of 1-5, where 5 is the highest, please rate how prepared your LDSS is to begin WIOA implementation.

* What do you view as the most significant barriers or challenges to effective local WIOA implementation?

Please select up to 3.

- Coordinating assessment tools
- Data-sharing across programs
- Colocation of staff/services
- Sharing performance measures
- Cross-training staff
- Sharing funds to support common
- services/customers Ensuring
- quality of services provided
- through LDSS
- Integrating hard-to-serve populations (such as TCA recipients) into AJC programs
- Other (please specify)

- * **Which of the following types of technical assistance would be most useful in helping your local area prepare for WIOA implementation?**

Please select up to 3.

- Access to additional research, information, and resources
- Assistance coordinating partnerships and planning collaboration with local workforce area and TANF partners
- Strategic and facilitated planning assistance
- Program assessment/analysis (assistance evaluating processes, programs, and outcomes)
- Asset mapping (assistance identifying and mapping existing community strengths and resources)
- Customized trainings
- Expert and peer program consultations (for example, cross- site peer exchanges, expert coaching, policy and program consults)
- TANF and public workforce systems best practices
- Other (please specify)

- * **Please describe your agency's vision for local WIOA implementation in the following areas. Specifically, what does your agency hope to achieve through increased partnership and coordination with your Local Workforce Area?**

Administration and management (e.g. creating common administrative and management structures with oversight for TCA employment services and Local Workforce Area programs)

Funding (e.g. using funds from across the TCA and Local Workforce Area programs to support common services)

Policies and procedures (e.g. using common intake procedures and assessment tools to serve customers in TCA and Local Workforce Area programs; developing shared data systems to facilitate customer tracking and service delivery)

Program missions and knowledge (e.g. increasing cross-program knowledge and understanding of TCA and Local Workforce Area programs among staff; emphasizing the goal of employment in a common way across programs)

Services for customers (e.g. providing common job search and job readiness services; creating a referral process for TCA customers to access education and training opportunities through the Local Workforce Area.

Accountability and performance measurement (e.g. using common measures in TCA and Local Workforce Area programs to track progress toward customer and program goals)

* **Please share any additional comments or concerns regarding your local area's readiness for WIOA implementation that have not yet been captured in this survey.**

Existing Relationship with Local Department of Social Services: Program Details

The following questions seek to gain an understanding of the current level of integration or collaboration between the LDSS and the Local Workforce Area.

* Please select the Local Workforce Area you represent.

* On a scale of 1 to 5, where 5 is the highest, how would you rate the current level of coordination between TCA work programs and AJCs in your local area?

* How do you currently coordinate with the LDSS in serving TCA customers?

Please select all that apply.

- No coordination
- Informal linkages (such as information sharing or periodic program referrals)
- Formal linkages (such as a contract or memorandum of understanding)
- Shared intake and enrollment processes
- Integrated case management
- Shared client tracking
- Shared performance goals
- Other (please specify)

* Do you have an existing contract or memorandum of understanding with your LDSS offices to serve TCA customers?

- Yes
- No

* **If yes, what services do you provide to TCA customers?**

Select all that apply.

- Skills training programs
- Job placement services
- Priority access to available job opportunities
- Other (please specify)

Existing Relationship with Local Department of Social Services: Quality of Partnership

- * **Which of the following best describes the involvement of LDSS staff on your Local Workforce Development Board?**

At least one LDSS representative sits on the board and is regularly and actively involved in the Board and its decision-making processes.

At least one LDSS representative sits on the board and is not regularly and actively involved in the Board and its decision-making processes.

We do not currently have meaningful participation from LDSS staff on the Local Workforce Development Board. Other (please specify)

- * **On a scale of 1-5, where 5 is the highest, please rate the level of trust or confidence you have in your peer at the LDSS.**

- * **On a scale of 1-5, where 5 is the highest, please rate your perception of the quality of workforce development services provided by the LDSS office.**

Existing Relationship with Local Department of Social Services: Governance

- * **Do you coordinate assessment tools with your LDSS, such as adult basic education, career interest and job readiness assessments?**

- Yes; we use the same assessment for our customers.
- Yes; we have separate assessments but share access to assessment results.
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- Yes
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- * **Have you organized formal cross-training of staff to increase understanding of LDSS/Local Workforce Area programs?**

- Yes
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* **Have you used funds across the TCA and Local Workforce Area programs to support common services and customers?**

Yes

No

* **Please describe any innovative approaches your LDSS and Local Workforce Area have implemented to improve services to TCA customers through the AJC system.**

Readiness for WIOA Implementation

The following questions seek to assess your local area's preparedness for WIOA implementation and to understand potential barriers to successful implementation.

* On a scale of 1-5, where 5 is the highest, please rate how prepared your local area is to integrate LDSS partners in WIOA implementation.

* What do you see as the largest barriers or challenges to effective local WIOA implementation?

Please select up to 3.

- Coordinating assessment tools
- Data-sharing across programs
- Colocation of staff/services
- Sharing performance measures
- Cross-training staff
- Sharing funds to support common services/customers
- Ensuring quality of services provided at AJCs
- Ensuring adequate service to hard-to-serve populations (such as TCA recipients) at AJCs
- Other (please specify)

* **Which of the following types of technical assistance would be most useful in helping you prepare for WIOA implementation?**

Please select up to 3.

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Accountability and performance measurement (e.g. using common measures in TCA and Local Workforce Area programs to track progress toward customer and program goals)

* **Please share any additional comments or concerns regarding your local area's readiness for WIOA implementation that have not yet been captured in this survey.**

Respondent Information

* Please provide your contact information below, in case further follow-up is needed.

Your Name

Your Title

Email Address

Phone Number