

How States Are Investing in INNOVATION & TECHNOLOGY to Meet WIOA Requirements

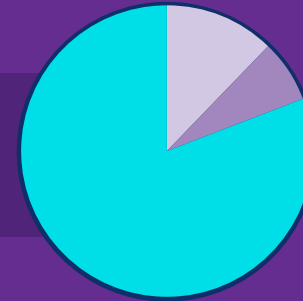
The Governing Institute surveyed and interviewed key decision-makers in **41 states** about the benefits and challenges of the Workforce Innovation and Opportunity Act (WIOA), and where they are investing in technology and innovation for WIOA.

In July 2014, Congress authorized WIOA for 2015 to 2020 to better align the workforce system with education and economic development. WIOA is a reauthorization of the Workforce Investment Act (WIA) of 1998 and features key improvements, including increased accountability and performance reporting from government agencies.

PERCEPTIONS OF WIOA:

An overwhelming majority of states think WIOA is positive.

81%
POSITIVE PERCEPTION



BENEFITS OF WIOA:

States believe WIOA can offer the following benefits.

76%
IMPROVED COLLABORATION AMONG AGENCIES

63%
INCREASED FOCUS ON NEEDED AREAS

46%
BETTER CAREER PATHWAYS/ALIGNMENT WITH EDUCATION

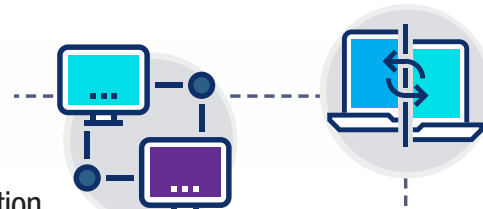
22%
IMPROVED COLLABORATION AMONG REGIONAL AREAS

CHALLENGES REMAIN:

WIOA benefits are promising, but states still have technology gaps.

1 CONNECTING DISPARATE SYSTEMS

“Basic sharing of information between agencies and partners is the biggest gap.”¹



2 UPGRADING CURRENT SYSTEMS

“We are having difficulty with a very old mainframe technology application that needs to be upgraded to become more flexible and mobile.”



3 ESTABLISHING A COMMON INTAKE PROCESS

“We have no common intake, referral or reporting system.”

4 IMPROVING COMMUNICATION AND MOBILITY

“We want to create mobile apps for citizens who don’t have technology in the home.”

5 ENSURING CONNECTIVITY

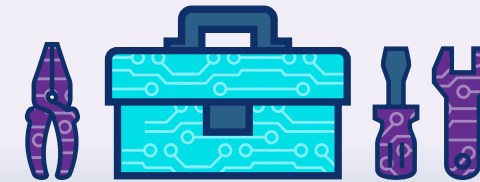
“Internet access is often missing or broadband is low.”



TECHNOLOGY TOOLS CAN HELP:

States are implementing technologies to help meet WIOA requirements.

- ✓ LABOR EXCHANGES/ONLINE CAREER PORTALS
- ✓ INTERNAL LABOR MARKET INFORMATION TOOLS
- ✓ CASE MANAGEMENT SYSTEMS
- ✓ MOBILE APPS AND SMARTPHONE RESOURCES
- ✓ ONLINE TRAINING AND CERTIFICATION SOFTWARE
- ✓ CAREER-READINESS DATABASES
- ✓ CUSTOMER RELATIONSHIP MANAGEMENT SOFTWARE



INNOVATION BEING USED:

Some states are pushing the status quo and implementing innovative strategies.

- ✓ Increasing use of non-governmental resources to support agency missions
- ✓ Using social media to benchmark performance
- ✓ Developing distance learning training
- ✓ Leveraging real-time labor demand and supply data
- ✓ Using specialized programming for incarcerated citizens, Native American tribes and dislocated coal mine workers

¹ All quotes are from respondents to open-ended questions of the Governing Institute’s survey.

Methodology:

In August and September 2015, the Governing Institute conducted an online survey or telephone interviews with 41 state officials who have direct involvement in the implementation of WIOA. These respondents were screened to ensure knowledge of, and participation in, the implementation of WIOA within their state. States not interviewed or surveyed: Arizona, Connecticut, Illinois, Kansas, Maine, Nebraska, New Hampshire, North Dakota, Washington