

Efficiencies – DWS One-stop operator, Adult, Youth and Dislocated Worker provider

DWS will continue to operate the programs listed below if Adult, Youth and/or Dislocated Worker programs were contracted to another agency:

Wagner-Peyser – provides labor exchange services to job seekers and businesses, HireWYO, basic career services, employer services.

RESEA – Unemployment Insurance (UI) claimants receive individualized re-employment needs assessments, customized personal labor market and career information, and a personal plan to help guide to reach employment goals. RESEA clients are often co-enrolled in WIOA.

Foreign Labor Certification- housing inspections.

QUEST – disaster related dislocated worker grant.

TAA – Trade adjustment program which provides aid to workers who lost jobs as a result of increased imports. These workers may be eligible for training, job search and relocation allowances, income support and other reemployment services.

POWER – Partnership with Department of Family Services (DFS) – in-depth assessments to create individualized service plans incorporating personal and family stabilization, time management, financial literacy, and personal supportive services. POWER clients must be enrolled in Wagner-Peyser and are frequently co-enrolled in VR and/or WIOA.

DADS – partnership with DFS – provides vocational training as well as life skills training – mandatory Wagner-Peyser and WIOA co-enrollment.

WIN – partnership with DFS's Child Support Program – improve earning outcomes for non-custodial parents via coaching and case management.

JVSG – individualized services for eligible veterans and eligible spouses and helps employers fill workforce needs with job-seeking veterans.

SCSEP – on the job training for low income individuals 55+ years old.

Reentry (Pathways Home grant and Career Compass program) – provide incarcerated individuals the skills and support needed to secure employment upon release – ensure individuals continue to receive support services after release, encouraging employers or industry organizations to provide work experience, job-related mentoring and post release job opportunities. These clients are frequently co-enrolled in VR and/or WIOA.

- It is common for co-enrollment between the above programs, and the Adult, Youth and Dislocated Worker programs. Currently, the same Workforce Specialist enrolls the individual into Wagner-Peyser and WIOA. Likewise, many POWER participants co-enroll in WIOA and POWER and are served by the same Workforce Specialist. If the WIOA programs are contracted, the clients have to meet with more than one case worker and those case managers would have to work together to enroll the client into their respective programs.
- Only state merit staff can provide Wagner-Peyser services.

- TEGL 10-23 instructs that Workforce agencies should reduce unnecessary administrative barriers to serving customers seeking employment and training services and enhance human centered design approaches and streamline intake and eligibility processes to ensure individuals have full and equitable access to career services and training. Intake and eligibility processes should meet participant needs as quickly and seamlessly as possible.

Physical space and collocation issues. Currently, DWS operates 18 Workforce Centers. These 18 Workforce Centers are located in buildings either owned or leased by the State of Wyoming, Department of Administration and Information (A&I). Three of the buildings – Casper, Riverton and Evanston are owned by A&I. A&I leases the space for the remaining WFCs. Currently, Vocational Rehabilitation is collocated with the Workforce Center in 16 of these locations. When the new Riverton state owned office building is opened, the Riverton WFC and VR office will be collocated at this new location.

- If the Adult, Youth and Dislocated Worker were contracted out, DWS would continue to provide the programs listed above, but, A&I would have to scale back the current leases. This is a burden on A&I's leasing staff to renegotiate these leases or find and enter into new leases for a smaller space.
- If A&I elects to lease a smaller space, the move would incur additional costs.
- It is unlikely that A&I would lease space adjacent to the current WFC in state owned buildings to a non-state entity. A&I would determine whether to sublease space (if the lease so allows) to a non-state entity in leased buildings. Clients with barriers to employment may need to find transportation to another building.
- From a funding standpoint, some of the current WFC physical locations would have to be closed. For instance, DWS has one Workforce Specialist in Douglas who handles all of the cases. If the Adult, Youth and Dislocated Worker cases were with a contractor, not enough work would remain for one person.
- The Workforce Centers and VR co-enroll many clients.

#### Rapid Responses.

The Dislocated Worker grant provides the funding for Rapid Response events. So, if Dislocated Worker were contracted out, the coordination of the events would fall to the contractor. When Holly-Frontier laid off employees in 2022, the Rawlins WFC coordinated the Rapid Response events. The Rawlins WFC coordinated at least five separate events and included many other entities to help the dislocated workers like: DFS, Wyohelp, Enroll Wyoming, 211, UI, Carbon County Library System, Adult Education, WCCC, Wyoming Business Council, University of Wyoming. Holly-Frontier was expecting to enter into independent services contracts with many of the affected employees. The coordination with the Business Council and UW provided support to those employees who wanted to start their own business.

Excerpts from the Northern Illinois University Monitoring Report. Many of the positive comments from the NIU report are related to Wyoming's small program size and how that translates to person-centered services. For instance,

“Center staff understand the importance of developing trusting relationships with participants before and at program entry. Building rapport is essential to creating a

program culture that fosters equity, belonging, inclusion, and collaboration. Staff reiterated how Wyoming's small program population size positions them in a unique situation to implement person-centered models that cultivate trusting relationships with participants. When professional relationships are developed at application and intake stages, staff can better engage participants during other stages of the program." See, pages 27-28.

"Similar to what Millner & Rollnick (2013) refer to as motivational interviewing, WDWS staff execute supportive and empathetic case management when assessing barriers. This proactive method involves interacting with participants to understand barriers in the context of the 'whole' person. Through this process, staff exhibit an understanding of Neurolinguistic Programming (NLP) presuppositions. 'NLP is a powerful personal and professional growth tool. It can help individuals overcome limiting beliefs, improve communication skills, and achieve their goals' (Eid, 2023)." See, page 28.

"According to Whissemore (2021), 'high touch practices keep students engaged' WDWS staff use a high-touch, person-centered approach to engage participants while assessing for barriers. With this holistic model, staff overcommunicate with participants to understand their service needs. Overcommunication may involve figuratively and literally meeting participants where they are to provide individualized case management." See, page 28.

"Partnership development is one of WIOA's central elements. With partnerships, frontline staff are able to leverage resources to minimize participants' barriers. WDWS maximizes the use of resources and minimizes the duplication of efforts through system alignment, leveraging alternate funding, network building, and information sharing. Collaboration with 1 Wyo Hope, for instance, provides resources for glasses and cell phones. Braided services with Dads Making a Difference Program have been a strategy to provide job training to low income custodial and non-custodial fathers who are experiencing multiple barriers to self-sufficiency. In addition to job training in high growth, high demand occupations, participants are provided with placement assistance in high paying jobs." See, page 30.