

**The Workforce Collaborative for the Southern Sector
Development of the Workforce Collaborative Plan**

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**Community Council
1341 W. Mockingbird Lane
Dallas, Texas 75247**

Compression Planning Summary Report

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Session Participants

Candy Bradshaw	Harmony/Concord Church
Cheryl Jordan	Community Council
Cheryl McCarver	Community Council
Grace Carleton	Community Volunteer
Gloria Smith	Dallas County Community College District
Janie Bordner	Skill Quest
Samanda Gronstal	Skill Quest
Terri Altman	Community Council – Youth Build Program
Venus Cobb	City of Dallas – Economic Development Office
Martha	Commit – Dallas Promise
Zee Quigley (?)	Achieve – Citizens Development Center
Hannah DeBose	Community Council
Paula Sullivan	Inspiring Tomorrow's Leaders (ITL)
Larry Jefferson	Urban Native Center

The Workforce Collaborative for the Southern Sector Development of the Workforce Collaborative Plan

AGENDA

TOPIC

Create the Workforce Collaborative for the Southern Sector

BACKGROUND

Organizations interested in participating as members of the Workforce Collaborative previously met and determined there was a need to Unite the efforts of numerous small programs to impact the Workforce of the Southern Sector. These members developed three goals for the collaborative through a previous compression planning session.

OVERALL PURPOSE

Develop a plan to address Workforce Needs in Southern Dallas

PURPOSE OF SESSION

Identify plan, the steps to implement plan and identify responsibilities of those involved with the plan.

HEADERS

- ❖ Workforce Services – Goal 1
- ❖ Enhance LMS (Data Base System) – Goal 2
- ❖ Cross Agency Referral – Goal 3

DEVELOPING A WORKFORCE COLLABORTATIVE

GOAL 1 – Identify and vet resources, gaps redundancies, other agencies providing similar resources

Organizations were asked to complete a checklist upon arrival to the session. The checklist included services that would be considered as a workforce service.

Agency Services: Organizations were to check all that apply:

Job Skills Certifications	Childcare Referrals	Computer Literacy
Soft Skills Training	Housing Assistance	Work Clothing
Life Skills Training	Housing Referrals	Employer Partnerships
Job Placement	Transportation Assistance	Program Stipends
Resume Writing	Transportation Referrals	Clients Previously Incarcerated
Job Placement	Food Pantry	
Case Management	Counseling	
Child Care Assistance	Services for Disabled Clients	

Each organization was asked to identify a missing service, key to meeting workforce clients' needs. The following was identified by the group:

- Legal Aid
 - Expungement
 - Obtaining Child Support
- Coaching
- Community Outreach
 - Recruiting
- Language Assessment
- GED
- Internships/Apprenticeships/OJT
- Civics – ESL (Banking, Medical, Citizenship)
 - Parenting – Life Skills
- Financial Literacy
- Client Assessment & Stabilization (Vocational Assessment)
- Incumbent Training (work with employers)
- Refugee Services
- Youth Services
- Counseling
 - Mental Health
 - Family
 - Substance
 - Career
 - Behavioral

GOAL 2 – Define what we mean by database/repository and create a database with real-time access information on jobs, services and case management opportunities

Community Council had begun developing a database which had the needed elements describe by the previous organizations. This database is currently titled: The Workforce LMS. Work has proceeded with this system which includes testing of the system with potential clients; training of case management workers and demonstration of the system to collaborative members.

There are two avenues that need to be pursued with the workforce LMS - Enhancement of the system and Maintenance of the system. Since the system is in the development phase, it was determined to address the enhancement of the system; therefore, items would be identified for the next phase of the system development.

Enhance LMS

- Write a Clarifying explanation
- Demonstration of LMS
- Cultural Perspective
 - Coaching
- Vulnerable Case Management
 - Homeless
 - Transportation
 - Housing
- Variety of Assessments (Realistic)
 - Practical and Useful
- African American Assessor
- Educational & Training Program Compatible with System
- Integrate Prior Case Notes
- Train new Case Manager (re: Protocol)
 - Uniform Informed Consent
- Open Architecture
- Spanish & other languages
- Core Competencies across agencies

GOAL 3 – Develop a cross-agency referral process to include wrap-around services

One of the identified strategies for Goal 3 is creating an intake template to be used by members of the collaborative. In addition, the collaborative identified enhancing an existing referral system. Harmony of Concord Church reported their progress in developing a template.

The group identified key elements in establishing a cross-agency referral system. These elements are listed below:

- Descriptors of agencies services
- Share Basic Client information
- Client privacy/consent agreement
- Client report agency to agency
- Analytics system
- “Warm handle”
- Collaborative Stakeholder – Human Touch
- Client Care Continuity
- Seamless client experience
- Determine who is taking the lead (with the client)
 - Identify primary & secondary agency
- Agency to Agency Processes
- Client Evaluation of Experience /Interwoven
- Notification of referral Alert
- Demographic Shifts in Future
 - Economic Trends
 - Workforce Needs

Session Summary:

Goal 1

The inventory of workforce services provided by members of the Collaborative needs to be compiled in one document. Members of the Collaborative should review the document for accuracy. This document can be used to ensure these items are listed in the Workforce LMS. It can also be used to identify those missing services and the Collaborative can determine how they will identify other organizations or agencies that can fill the missing services.

The Collaborative should determine who will be responsible for the above tasks and the timeline for the completion of the tasks.

Goal 2

The Workforce LMS is in development. It is scheduled to be launched in early October 2018. ***The items identified in this session to enhance the system should be prioritized, as well as, list the steps needed to include the enhancements in the system.*** An acceptable period of implementation of the system should be agreed upon prior to additional enhancements. There are some enhancements that may be addressed in the first release of the system.

Some of the identified enhancements need a deep review by qualified experts before being added to the system. The following items are in this category:

- ❖ Cultural Perspective
 - Coaching
- ❖ African American Assessor (System content from an African American perspective – is it clear and understandable to African American clients? This is also connected to the Cultural Perspective)
- ❖ Variety of Assessments (Realistic)
 - Practical and Useful

Goal 3

The development of a Workforce LMS provides greater opportunity for a “Cross-Agency Referral System.” The work to be implemented with Goal 1 – Identification of Workforce Services provides the ground work for this goal. Having these services listed in the Workforce LMS enhances the opportunity for agency-to-agency referral.

The development of an agreed upon intake template by Collaborative members helps to reduce redundancies of agencies resources to the client; ensures all appropriate and necessary information is acquired upfront and ensures all Collaborative members are uniform on critical intake information.

OVERALL/NEXT STEPS

There is one major item that emerges from the work in this session: Case Management. The critical components of Case Management must be agreed upon by the Collaborative members. A training for case management should be conducted so that all Collaborative Agencies understand how they will work together. This should be implemented after the development of the Intake Referral Form and the launching of the Workforce LMS. All Collaborative members services, and those missing resources (not

provided by a Collaborative member) and where to get them, will have been identified for training purposes.

An agreement needs to be developed for the Collaborative members. It should include expectations and responsibilities of the members.

The agencies and organizations that have participated thus far have done good work to execute this Collaborative. These organizations/agencies have stated their interests in continuing to develop this Collaborative. Let the work continue!