

Attachment 14: Learning Labs

Learning Labs and Work Group Responsibility

California's integrated service delivery planning is designed to move forward by identifying strategies and operating models in three key areas:

- Common pool of co-enrolled customers composed of WIA Title I Adult and Dislocated Workers, Wagner-Peyser, Long Term Unemployed, Veterans, Migrant Seasonal Farm Worker (MSFW) and Trade Adjustment Act (TAA)
- Common set of services available to all customers in the pool through a common customer flow
- Shared WIA, Wagner-Peyser, Veterans, MSFW and TAA staffing of the common integrated service and customer flow.

Work groups involving state and local partners will develop recommended policies, strategies and models. These will be tested through local areas that volunteer to serve as "learning labs" for proposed models.

Learning labs

A learning lab is defined as a commitment of Local Workforce Investment Areas (LWIA), local Job Services, the California Workforce Investment Board and EDD's Workforce Services Branch to test in field operation recommended policies, strategies and service models put forth by one of the work groups and supported by the larger Integrated Service Planning group. It is a time-limited experiment, intended as a precursor to both a local and statewide commitment for service integration among WIA Adult and Dislocated Worker, Wagner-Peyser, Veterans, MSFW and TAA programs.

Signed Learning Lab Agreements

Each signed Learning Lab agreements, at minimum, will:

- Fully commit the partnership and resources (as defined in each agreement) of the local Job Service, the LWIA, the State's Workforce Investment Division, and other partners as necessary (e.g., EDD's Unemployment Insurance Division)
- Identify a clear start and end date
- Address the role of each of the local partners currently involved through One-Stop resource sharing or related agreements

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- Include an identification of criteria for measuring the success of the learning lab experience with particular attention to sharpening our understanding of purpose and expectations in service integration and such that is useful in refining operational design.
- Consider the impact of the learning lab on local areas' performance, both in negotiating performance levels and by providing protection to the local area from sanctions, if service integration testing were to adversely impact performance.

Diversity of Experience through Learning Labs:

Given California's existing diversity of One-Stop service models, every effort will be made to establish learning labs through a diversity of these models—including local consortia and contract operators, full service centers and satellites—to better assure that the learning lab experience is transferable to the widest diversity of local systems. Attention shall also be paid to demographic and labor market diversity and to California's urban, suburban and rural areas.

Key Decisions

Certain decisions must be decided in regards to learning lab experience, such as:

- Development of parameters and minimums for local integrated services to be used by all Learning Labs in developing and customizing their local integrated services delivery plan.
- Development of initial common measures and integrated services policies.
- Policy guidance for service integration in full service and satellite One-Stops and strategy for integrating current "stand-alone" service centers.
- Establishing criteria for assessing a successful learning lab experience.