

MEMORANDUM

To: AJC Operations and Partnerships Workgroup members

From: Barbara R. Martin
Statewide AJC Operations Manager

Subj: WIOA Transition: AJC Workgroup Committee Ideal States

Date: April 29, 2015

Below you will find the Ideal State for most of the Committees that have been established within the larger workgroup. As soon as a home is found for meeting notes, we'll be able to post the brainstorming and more details that were brought to light on the 21st.

1. **Customer Flow, and Serving UI Claimants and Hardest to Serve:** Multiple Avenues to provide efficient and effective services and systems for customers to access resources and services needed to achieve their goals.
2. **Technology** We would have a single point of entry for all customers seeking workforce services. Their information is shareable with partner agencies and has flexibility to be used by diverse populations. We want a sustainable system that adapts quickly to new advances in technology. It should also allow customers to choose the method of receiving information (email, text, instant message, social media, etc.) that they prefer most.
3. **MOUs and RSAs** (Tentative) MOUs and RSAs are timely, clear, inclusive and fair to all partners, consistent among all parties, based on documentable data, and comply with WIOA regulations.
4. **Staff Training Needs and Board Information** Provide the organizational staff with the tools to respond effectively to customer needs, currently and in the future. Provide opportunities that will enhance knowledge, develop skills and enrich the organization to support ongoing succession efforts.
5. **Training Provider List:** An ETPL as inclusive as possible. Related processes are as clear and simple as possible for everyone.

More information and resources for the committees will follow. Please let me or Laurie Holden know if you need anything specifically.