

INTEGRATING WIOA SERVICES



- Cynthia Parulan-Colfer - Hacienda La Puente Unified School District, CA
- Bob Lanter - California Workforce Association, CA
- Lori Strumpf (Moderator) - Strumpf Associates: Center for Strategic Change, DC

WIOA and Integrated Service Delivery

- One of the most significant changes in WIOA is the requirement for the “integration of services” in One-Stop Centers. What does this mean? It means aligning services and resources to better service job seekers and employers.
- Integration of services in the One-Stop Center helps clients because it is customer focused, not program focused.

Why Have an Integrated One-Stop Center?

- WIOA requires it
- Provides better customer service and services
- Increases performance
- Leverages resources
- **All of the Above**

What Does it Take?

- Leadership with a common vision across all partners
- Leaders who focus on delivering high-quality career services that may require aligning and streamlining services.
- Collaboration
- Cooperation
- Partnership

INTEGRATED SERVICES

- MULTIPLE WAYS TO INTEGRATE SERVICES at the Centers
 - All partners co-locate in an America's Job Center (AJC), having a program staff member physically present at the AJC;
 - Having a staff member from a different partner program physically present at the American Job Center and appropriately trained to provide information to customers about the programs, services, and activities available through all partner programs; or
 - Making available a direct linkage through technology to a program staff member who can provide meaningful information or services.

WIOA, Adult Education and Integration

- ADULT EDUCATION AND LITERACY ACTIVITIES.
- The term “adult education and literacy activities” means programs, activities, and services that include adult education, literacy, workplace adult education and literacy activities, family literacy activities, English language acquisition activities, integrated English literacy and civics education, workforce preparation activities, or integrated education and training.

Adult Education and Integration

INTEGRATED EDUCATION AND TRAINING

- The term “integrated education and training” means a service approach that provides adult education and literacy activities concurrently and contextually with workforce preparation activities and workforce training for a specific occupation or occupational cluster for the purpose of educational and career advancement.

INTEGRATED ENGLISH LITERACY AND CIVICS EDUCATION

- The term “integrated English literacy and civics education” means education services provided to English language learners who are adults, including professionals with degrees and credentials in their native countries, that enables such adults to achieve competency in the English language and acquire the basic and more advanced skills needed to function effectively as parents, workers, and citizens in the United States. Such services shall include instruction in literacy and English language acquisition and instruction on the rights and responsibilities of citizenship and civic participation, and may include workforce training.

DISCUSSION

- WHERE IS YOUR AREA NOW IN DEVELOPING AN INTEGRATED WORKFORCE SYSTEM?
- WHAT STRATEGIES ARE IN PLACE TO SUSTAIN INTEGRATED SERVICE DELIVERY?
- HOW DOES ADULT BASIC EDUCATION PARTICIPATE IN YOUR AREA?



Panelists

Cynthia Parulan-Colfer is the Superintendent of the Hacienda La Puente Unified School District, the largest school district in the San Gabriel Valley. The District serves more than 49,000 students; including 19,000 Pre-K-12 and 30,000 adult education students. Prior to the 2014 school year, she served as the Deputy Superintendent and Associate Superintendent of Adult & Continuing Education. Mrs. Parulan-Colfer brings over 25 years of educational leadership experiences, including that of ESL classroom teacher, program specialist and site administrator in adult education, and central office leadership positions as Interim Superintendent, Deputy Superintendent, Associate Superintendent of Adult & Continuing Education, and Superintendent of the La Puente Valley Regional Occupational Program. Mrs. Parulan-Colfer has provided leadership in adult literacy professional development throughout California.

As Superintendent of the La Puente Valley Regional Occupational Program, she led a high achieving regional occupational program in the San Gabriel Valley, implementing numerous quality career and technical education programs in partnership with businesses that lead to workforce placement and higher education for high school students. Mrs. Parulan-Colfer received her bachelor's degree from the University of California, Los Angeles; a master's degree from California State University, Fullerton; and her Juris Doctorate degree from the University of California, Berkeley – Boalt Hall.

Bob Lander is currently the Executive Director of the California Workforce Association leading the way in workforce strategy and the implementation of the Workforce Innovation and Opportunities Act for the state of California. Bob has 25 years' experience in the public sector and non-profit industry, specializing in the field of workforce development and job training. He has held various positions in local workforce investment systems from case manager to the Executive Director of the Contra Costa County Workforce Board. He gained national/federal experience working for the U.S. Department of Labor's Employment and Training Administration as a Federal Project Officer. Before coming to CWA, Bob owned and managed a national consulting practice where his team facilitated organizational retreats, team building meetings, strategic planning and assessment projects for local, state, and national workforce development, government and non-profit organizations. He also has developed and delivered training curriculum and keynote addresses in multiple topics of workforce development that have helped inspire thousands of professionals in the industry. He graduated from California State University, East Bay with a Bachelors Degree in Personnel Administration and Industrial Relations; additionally he is a Certified Master Facilitator from the Institute of Cultural Affairs. Bob can be reached at blanter@calworkforce.org.

Panelists


Lori Strumpf has over thirty years in the field of organizational development and change management in human services and workforce development organizations. Lori has been in business as Strumpf Associates: Center for Strategic Change for the last 28 years. She is a nationally known expert in organizational management, training and design for education, training, and human resource development systems. Prior to starting her business, Lori was the Assistant Director for the National Association of Private Industry Councils. She has served on the board of the National Youth Employment Coalition and was a founding member. She has been a Senior Associate at Brandeis University, Center for Human Resources, Heller School for Public Policy. Prior to moving to Washington, D.C. to work on the Vice President's Task Force for Youth Employment, Lori was the Assistant Director to a project for court diverted delinquent youth. She also worked at Florida State Prison, counseling prisoners.

Strumpf Associates is a small cadre of training and consulting experts, headquartered in Washington, DC. The Principals in Strumpf Associates have decades of experience helping organizations manage change, build systems, build leadership teams, and improve program quality and customer satisfaction. The Center provides organizational change management consulting and executive coaching to schools, workforce organizations, and welfare organizations. Over the last several years, Lori has helped design and implement over 300 one-stop career development centers. Currently, she works on behalf of the business community in partnership with local elected officials in eight communities around the country to assist in developing a strategic approach to workforce development. Lori Strumpf has a Masters and Specialist Degree in Educational Counseling from the University of Florida. Contact: Lori Strumpf, strumpfctr@aol.com; Website: <http://www.strumpfassociates.com/>

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