



World Data Insights

Use Good Data. Tell Great Stories. Make Better Decisions.

WIOA in Action Research Project - Assessing State
Workforce Data Systems

About the Study

“WIOA In Action” Project Goals

Assessing Workforce Systems – A NASWA/NAWB Collaboration

- ▶ Understand the current status of local workforce board and state agency data systems and processes;
- ▶ Analyze the data innovation challenges and successes you are experiencing while trying to meet WIOA mandates;
- ▶ Identify workforce boards sharing similar challenges to your workforce board;
- ▶ Facilitate sharing and collaboration between NASWA and NAWB members on best innovation practices; and
- ▶ Develop a body of knowledge and resources to which local and state entities can turn if they need extra help.

About the Study

NASWA vs. NAWB Initial Focus

Complementary Assessment for Greater Understanding

▶ NASWA Focus

- IT oriented
- Understand WIOA system integration status by state
- Understand state level technical systems and applications currently in use
- Collect technical details on core systems and applications
- Analyze systems strengths and challenges by program

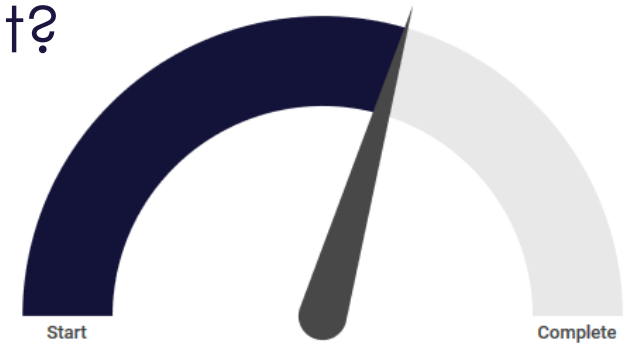
▶ NAWB Focus

- Largely workforce process oriented in beginning
- Understand status of local level WIOA process implementation
 - Performance metrics
 - Data strategy
 - Data ingest to output
 - Data management
 - UX/UI
- Analyze systems strengths and challenges by program

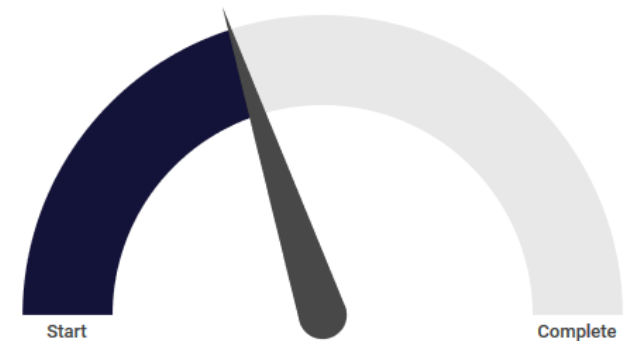
About the Study

What is the current status of the Workforce Data Assessment Project?

- Phase 1 – Develop Assessment tools for NASWA and NAWB
- Phase 2 – NASWA and NAWB disseminate questionnaire to their respective memberships
- Phase 3 – Analyze results to establish initial baseline**
- Phase 4 – Site visits for in-depth research
- Phase 5 – Final analysis and report



NASWA Phase 3 Completed

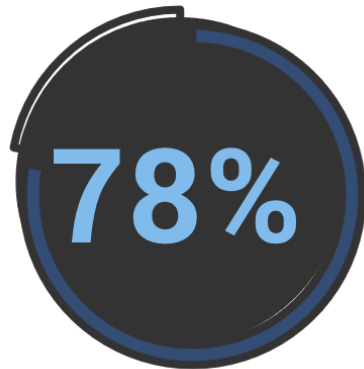


NAWB Phase 3 Awaiting Contract

Demographics

Analyzing NASWA's Workforce Questionnaire Responses

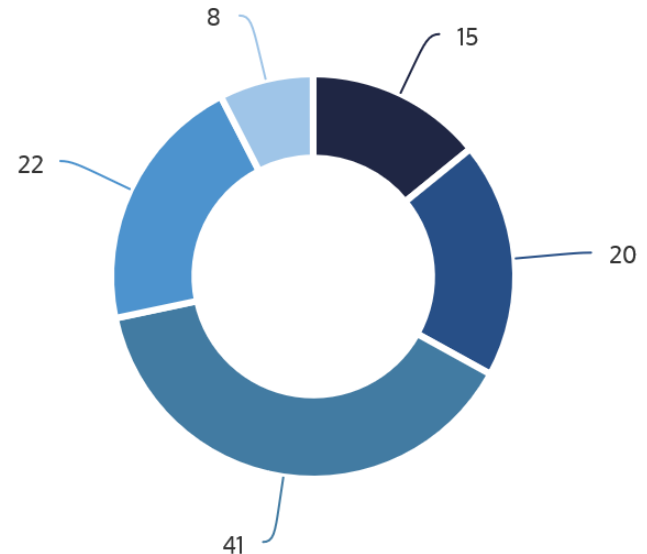
How many state workforce agencies participated in the process?



As of May 24, 2016

- Respondents represent 39 out of 50 states
- Every respondent holds multiple WIOA implementation roles

What are the different WIOA roles that participants in the questionnaire hold?

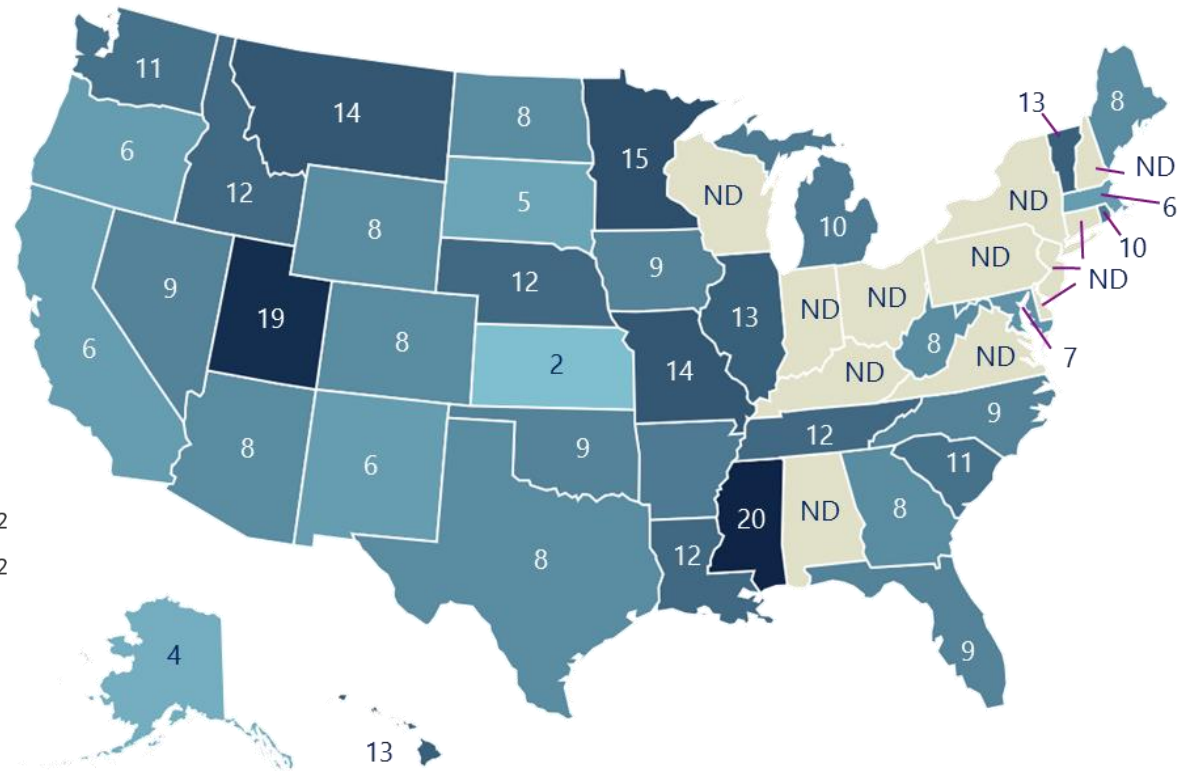


- WIOA Decision Maker
- WIOA Implementation Manager
- WIOA Technical Administrator
- WIOA Advisor
- Other WIOA Stakeholder

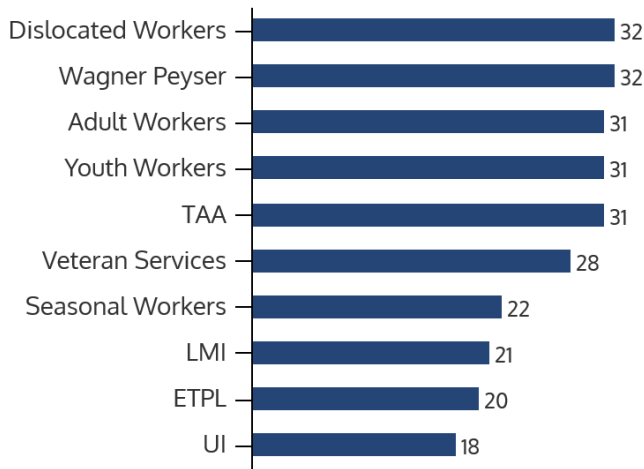
Demographics

Responses to NASWA's Workforce Questionnaire

What is the average number of programs administered in each state?

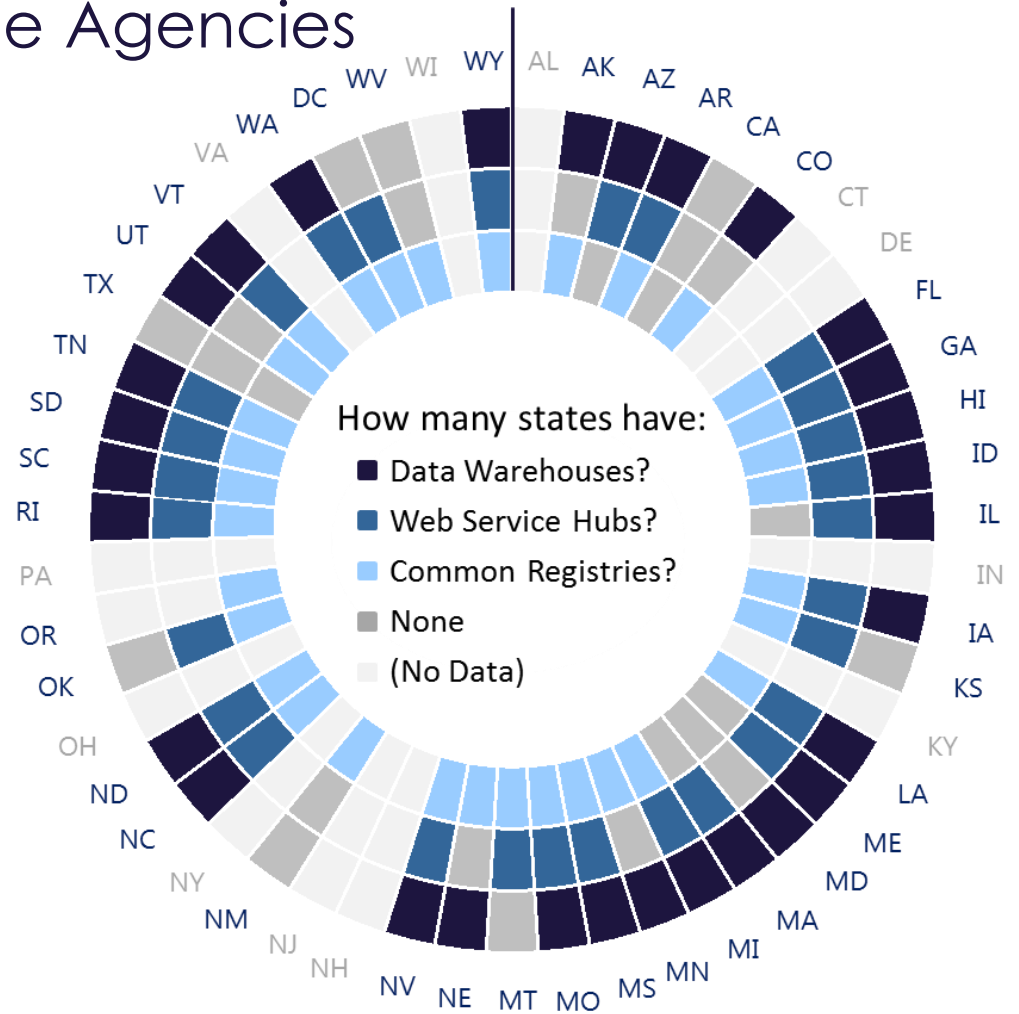
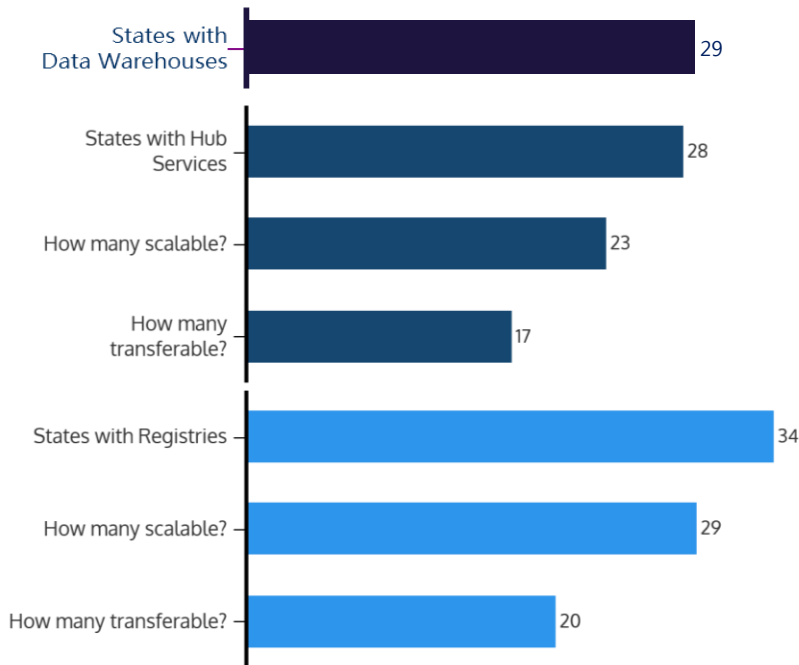


What are the most commonly administered WIOA programs nationwide?



How many WIOA Programs do questionnaire respondents administer?

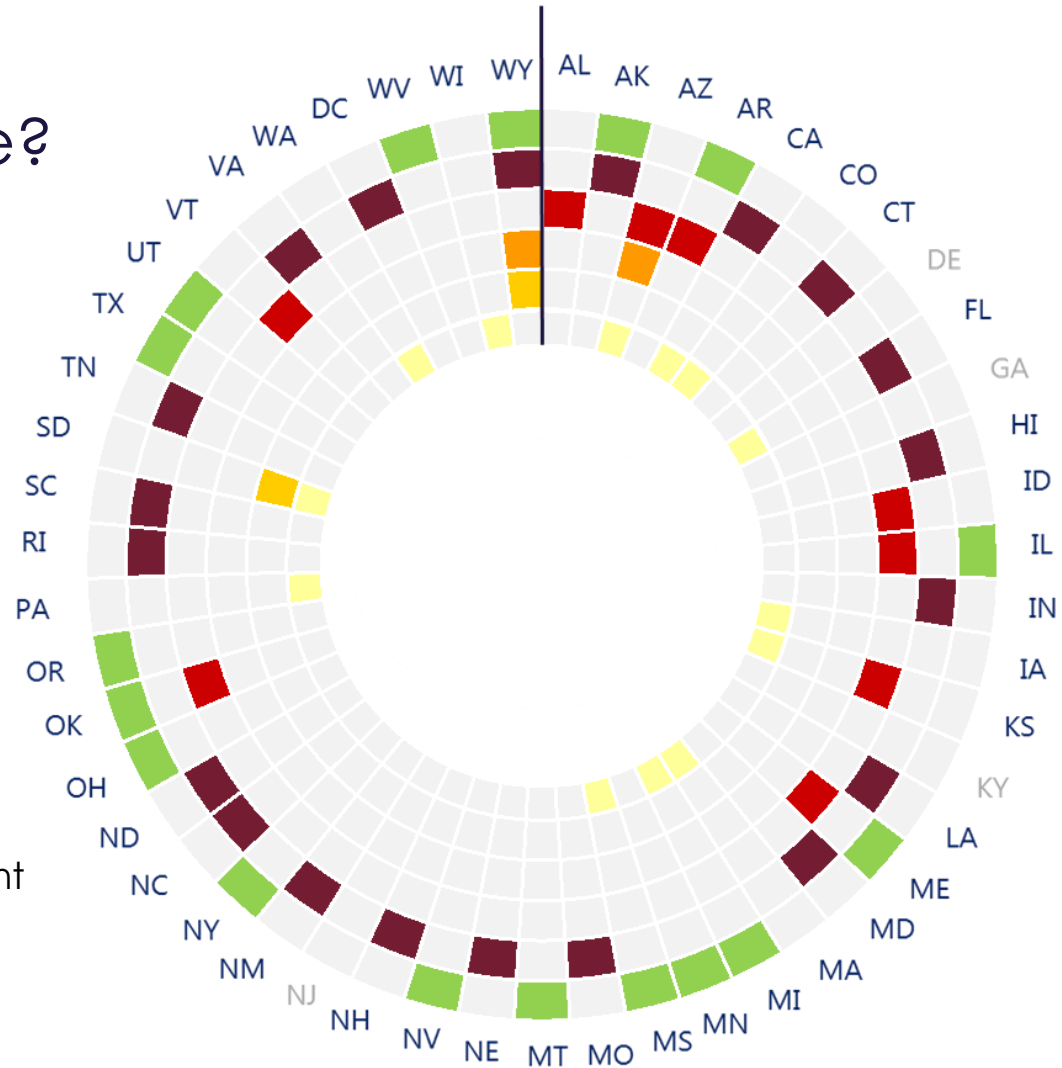
Where do State Workforce Agencies currently stand?



GOTS vs. COTS Overview

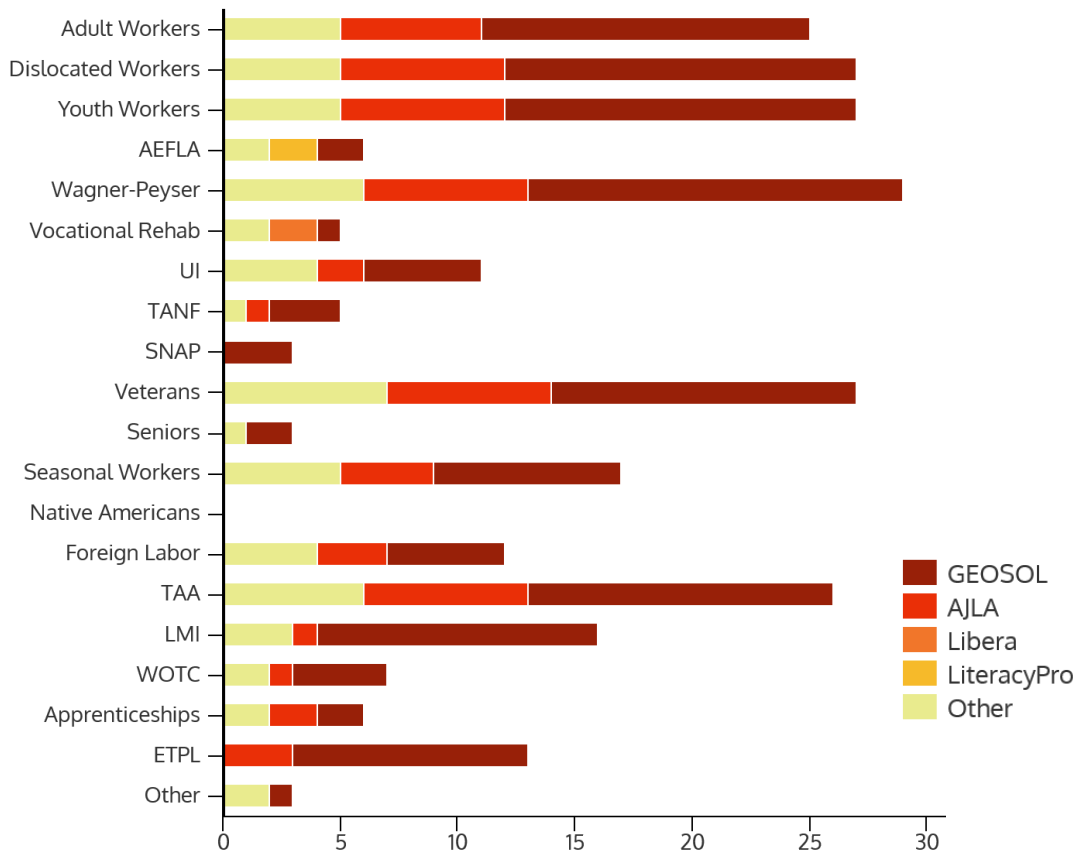
What Systems do State Workforce Agencies use?

- Government Off the Shelf (17)
 - ▶ Custom Off the Shelf
 - Geographic Solutions (20)
 - AJLA (9)
 - Libera (2)
 - Literacy Pro (2)
 - Other/Unknown (13)
 - (No Data)
 - ▶ Other Vendors
 - Burning Glass, Benchmark IT, CASAS, Computer Systems Design Company, Deloitte Consulting, Monster Government Solutions, Oracle



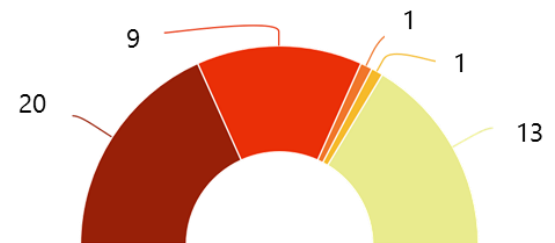
COTS Systems by WIOA program

Which vendor systems provide services for different WIOA programs across state workforce agencies?

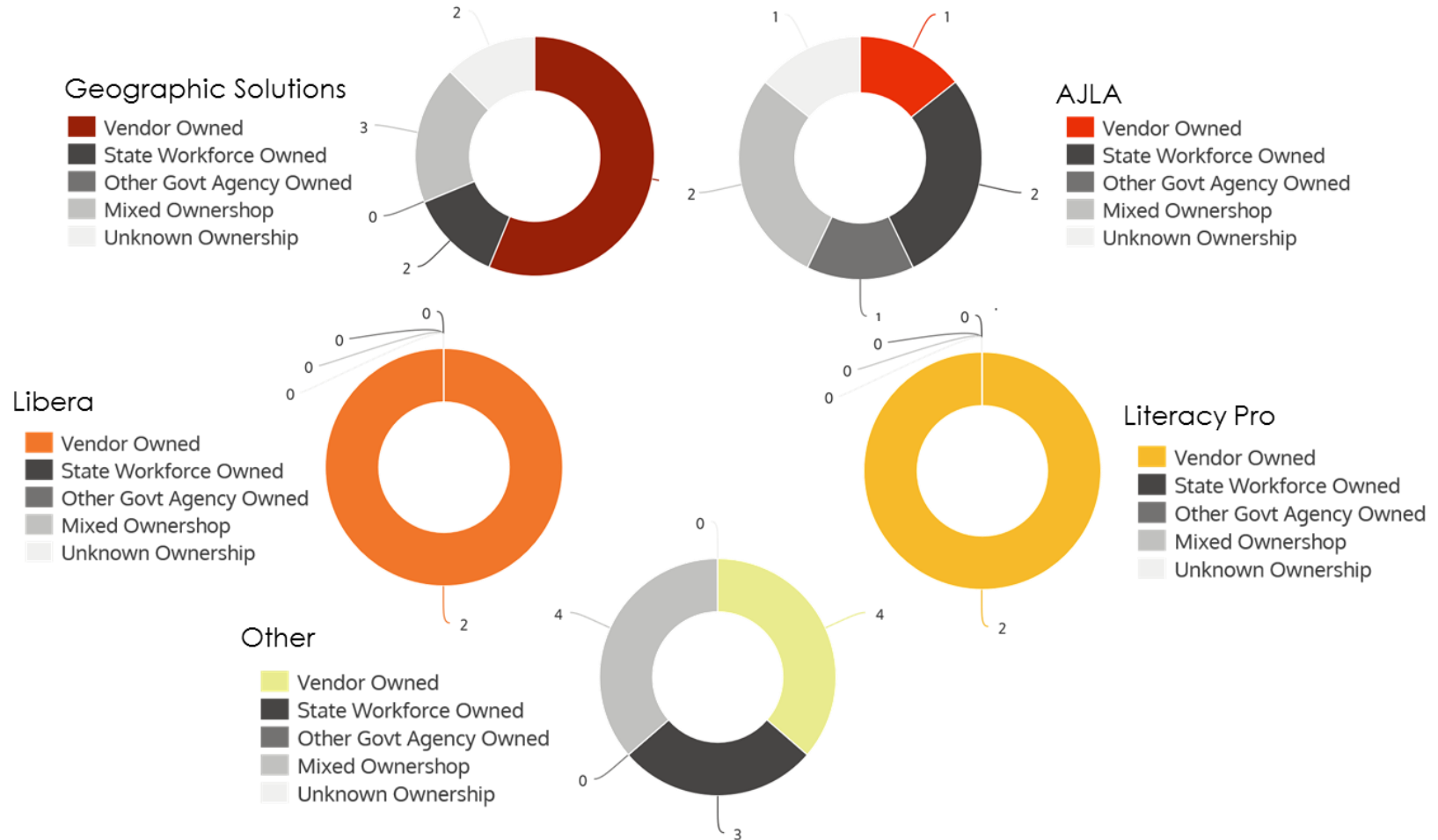


- ▶ Geographic Solutions, America's Job Link Alliance broadest use across WIOA programs
- ▶ Libera and Literacy Pro focused on one WIOA program each
- ▶ Most other vendor systems serve multiple programs

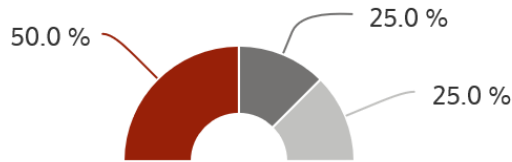
How many WIOA Programs do COTS systems service?



Who owns COTS Systems' Intellectual Property (IP)?

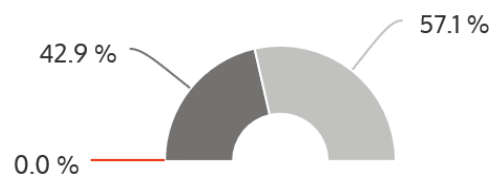


What kind of Licensing Agreements are negotiated for COTS Systems?



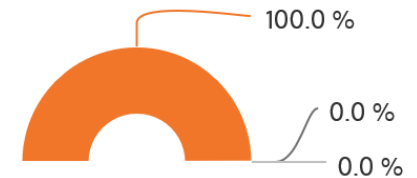
Geographic Solutions

- Limited License
- No Limited License
- Licensing Unknown



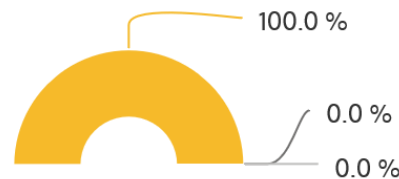
AJLA

- Limited License
- No Limited License
- Licensing Unknown



Libera

- Limited License
- No Limited License
- Licensing Unknown



Literacy Pro

- Limited License
- No Limited License
- Licensing Unknown

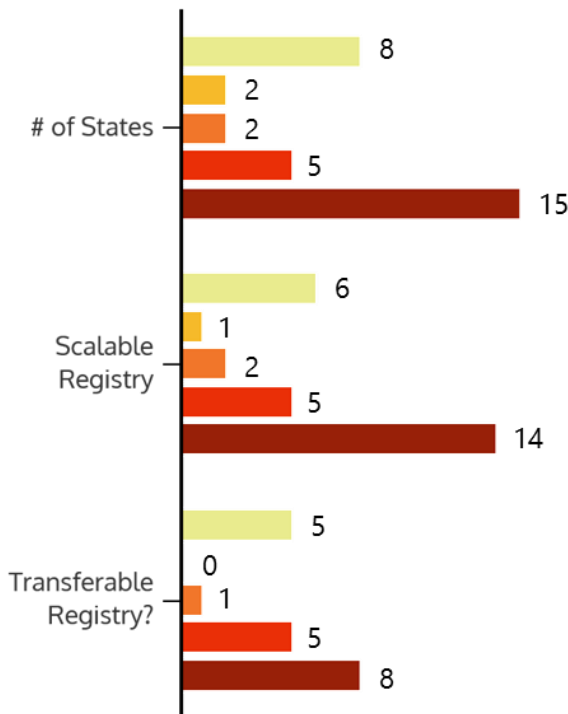


Other

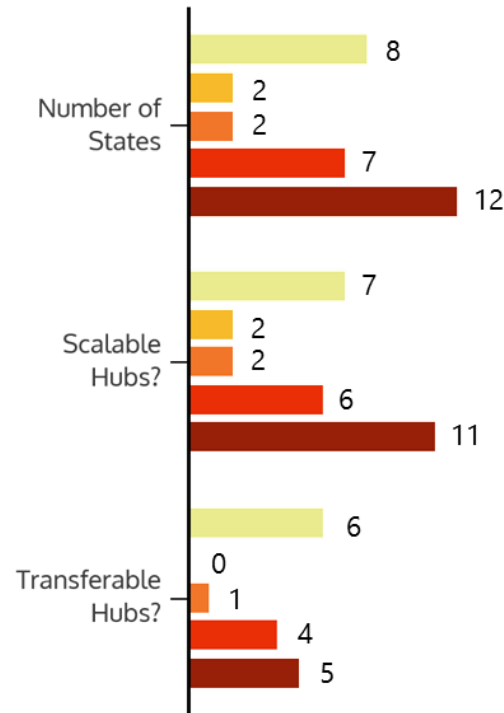
- Limited License
- No Limited License
- Licensing Unknown

How many states with common registries, integrated hubs, and data warehouses use COTS Systems?

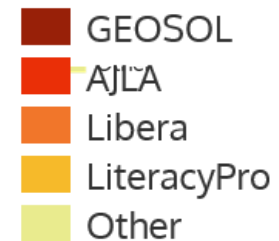
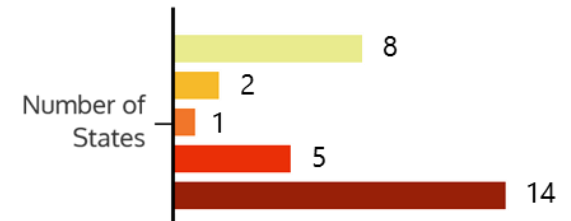
Common Registries?



Integrated Hubs?



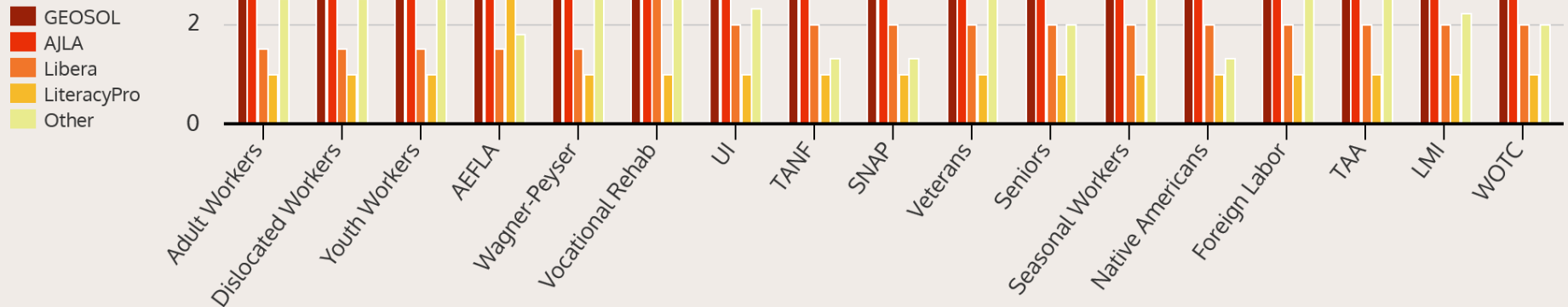
Data Warehouses?



Which COTS Systems do Respondents recommend for different WIOA Programs?

Recommended?

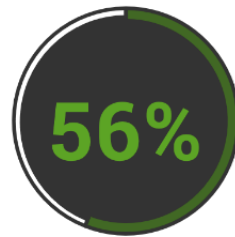
5 = Very Likely
 4 = Likely
 3 = Neutral
 2 = Not Likely
 1 = Definitely Not



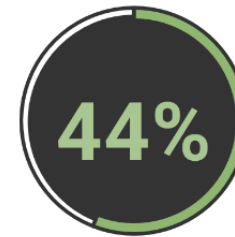
- ▶ Preferred vendor system AJLA, Geographic Solutions second
- ▶ Literacy Pro recommended “likely” for AEFLA
- ▶ Libera recommended “neutral” for Vocational Rehab

System Applications – GOTS vs. COTS

What percentage of states use COTS or GOTS systems?

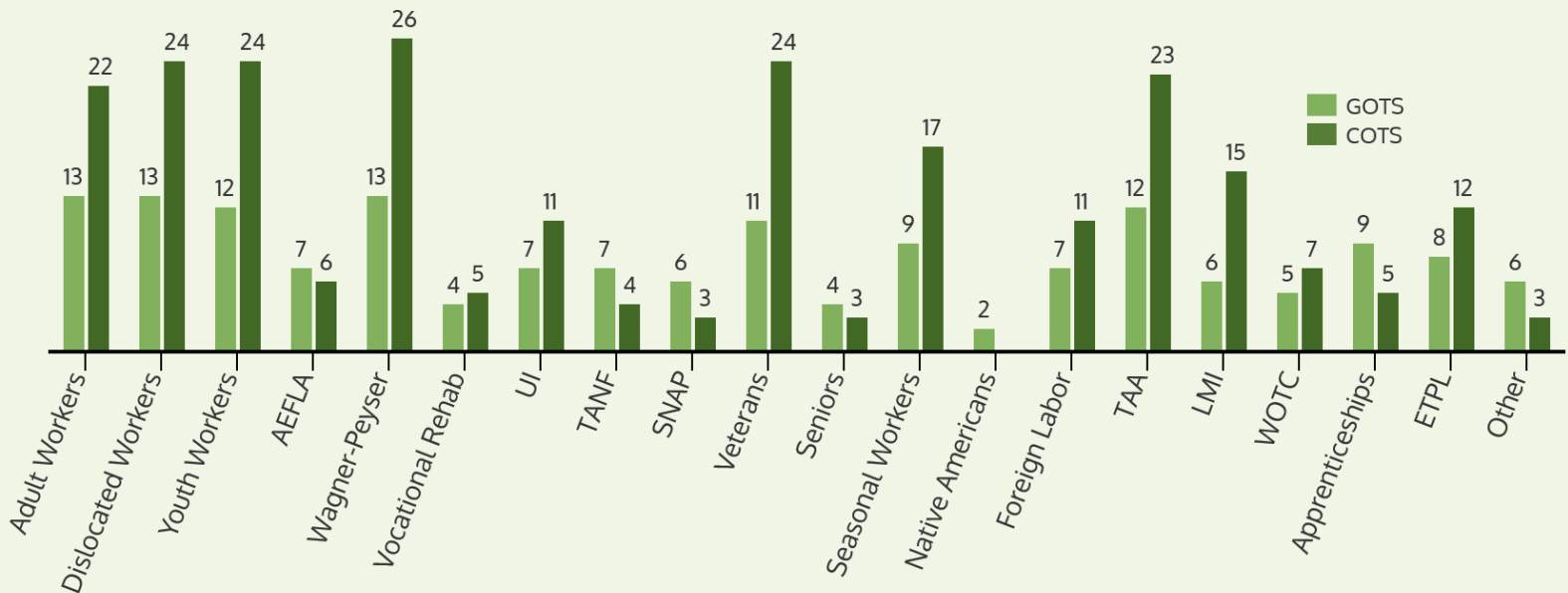


COTS
Systems

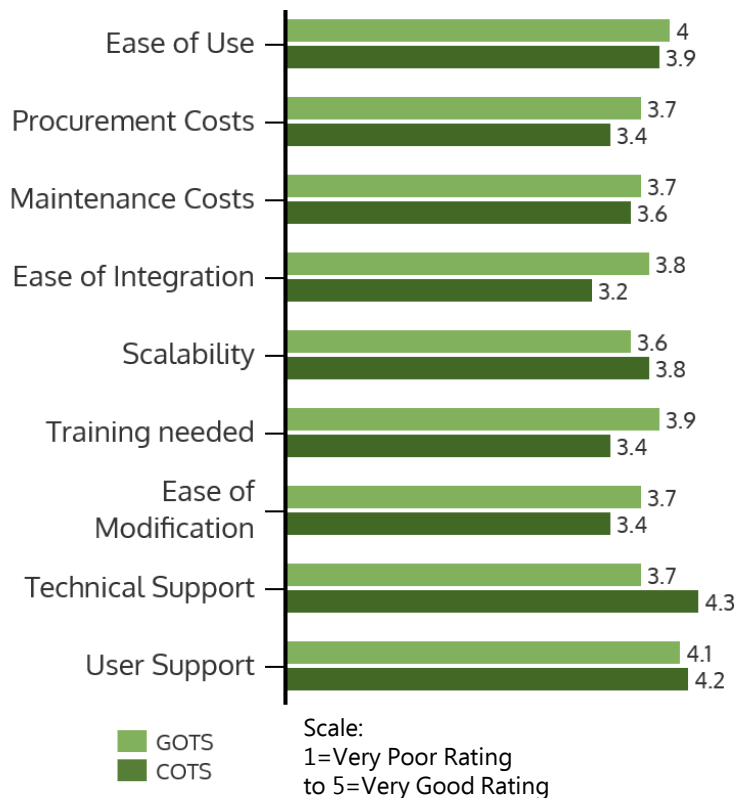


GOTS
Systems

Which WIOA programs use COTS or GOTS?



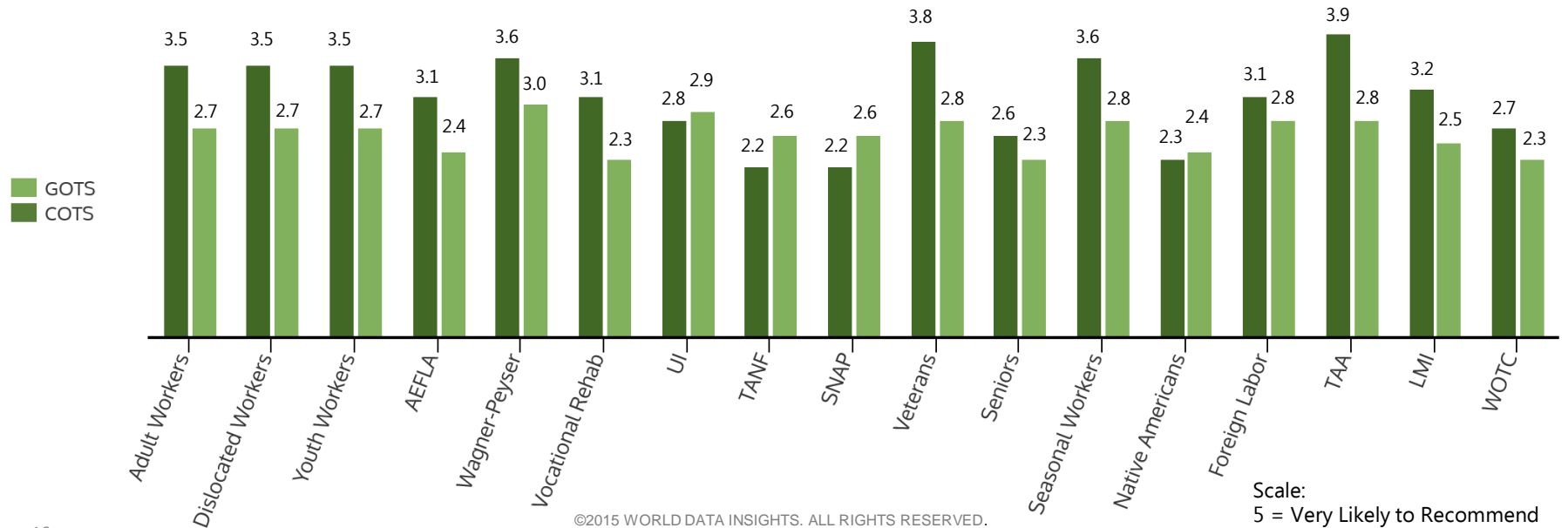
Do Respondents prefer **GOTS** or **COTS** Systems Applications for functionality?



- ▶ **GOTS** slightly preferred overall among WIOA implementers
- ▶ Notable preferences:
 - **GOTS** - ease of integration, training, and lower procurement costs
 - **COTS** – technical support, scalability
- ▶ Consider
 - Responses largely from technical implementers
 - Potential confirmation bias
 - Need inputs from users to gauge system capabilities from perspective of WIOA process implementation

Do Respondents prefer **GOTS** or **COTS** Systems Applications for specific WIOA Programs?

- ▶ **COTS** preferred for administration of 13 out of 17 WIOA programs
 - Significant **COTS** preferences for programs most administered across nation by respondents (Title I, II TAA, and Veterans Services)
 - Unsurprisingly, **GOTS** preferred for programs not administered by **COTS**



Notable Insights from NASWA Phase 3

- ▶ Cross cutting analysis reveals there is a lot to work with at the state level to assist in WIOA implementation
 - Registries, hubs, and data warehouse experience key
 - Potential for scaling and transferring systems where appropriate
 - Fill in the wheel (less need to reinvent it!)
- ▶ Comparing COTS vs. GOTS
 - COTS tools tends to be focused on more frequently administered programs
 - Less frequently administered WIOA programs depend on GOTS
 - Potential to explore scalability and transferability of WIOA program specific GOTS systems
- ▶ Overall preference for functionality of GOTS systems
- ▶ Overall recommendations lean towards COTS systems