



Governor's Commission on Workforce Equity & Access

Meeting #4

January 18, 2022

Welcome!

Here are our virtual meeting protocols



- **Add your name** to your Zoom
(click on the 3 dots in the top right-hand side)
- **Consider being on video** to help with overall engagement
- **Mute self** when not speaking
- Technical issues can happen to anyone – **chat privately to Ellen Johnson or Carrie Stewart for any needs**
- If you are experiencing an unstable connection - **switch to phone call or close other applications**
- Members of the **public will have an opportunity to speak at the end** of the meeting as well as the opportunity to listen in during small group breakouts

This Commission's Charge

Our Path to (Re)Visioning

1 User Perspective

Understand what quality outcomes and success look like for the workforce system **from the perspective of current and future users**

User/Stakeholder
Working Group

2 Vision & Outcomes

Identify and recommend vision and desired outcomes for the system (beyond compliance metrics) that are **aligned to user definitions of quality and success**

Funding/Infrastructure
Working Group

3 Structure

Recommend design enhancements, streamlining of state services, and governance in a way **that reflects and advances our equity and accountability objectives**

Commission

Today's Discussion



Welcome & Re-Grounding (10 min)



User / Stakeholder Working Group Update (20 min)



Funding, Infrastructure, Governance Working Group Update
(25 min)



Next steps (5 min)



Public Comment

Progress to Date

User/Stakeholder Working Group

- 9 meetings completed
- 5 more scheduled + “office hours”
- 9 personas developed / almost done mapping

Funding, Infrastructure, Governance Working Groups

- 2 working group meetings
- 5 more scheduled

Focus Groups

- 5 meetings of frontline staff and job seekers
- 3 meetings upcoming with employers and ‘non-users’ of the system

Data-Related Work

- Progressing on identifying the key data infrastructure and customer-facing technology systems across agencies that impact the workforce system
- Synthesizing analytics questions to explore in both existing and emerging datasets

User / Stakeholder Working Group

Personas



Marlon



Dale



Krista



Aloise



Verna



Connie



James



Alex

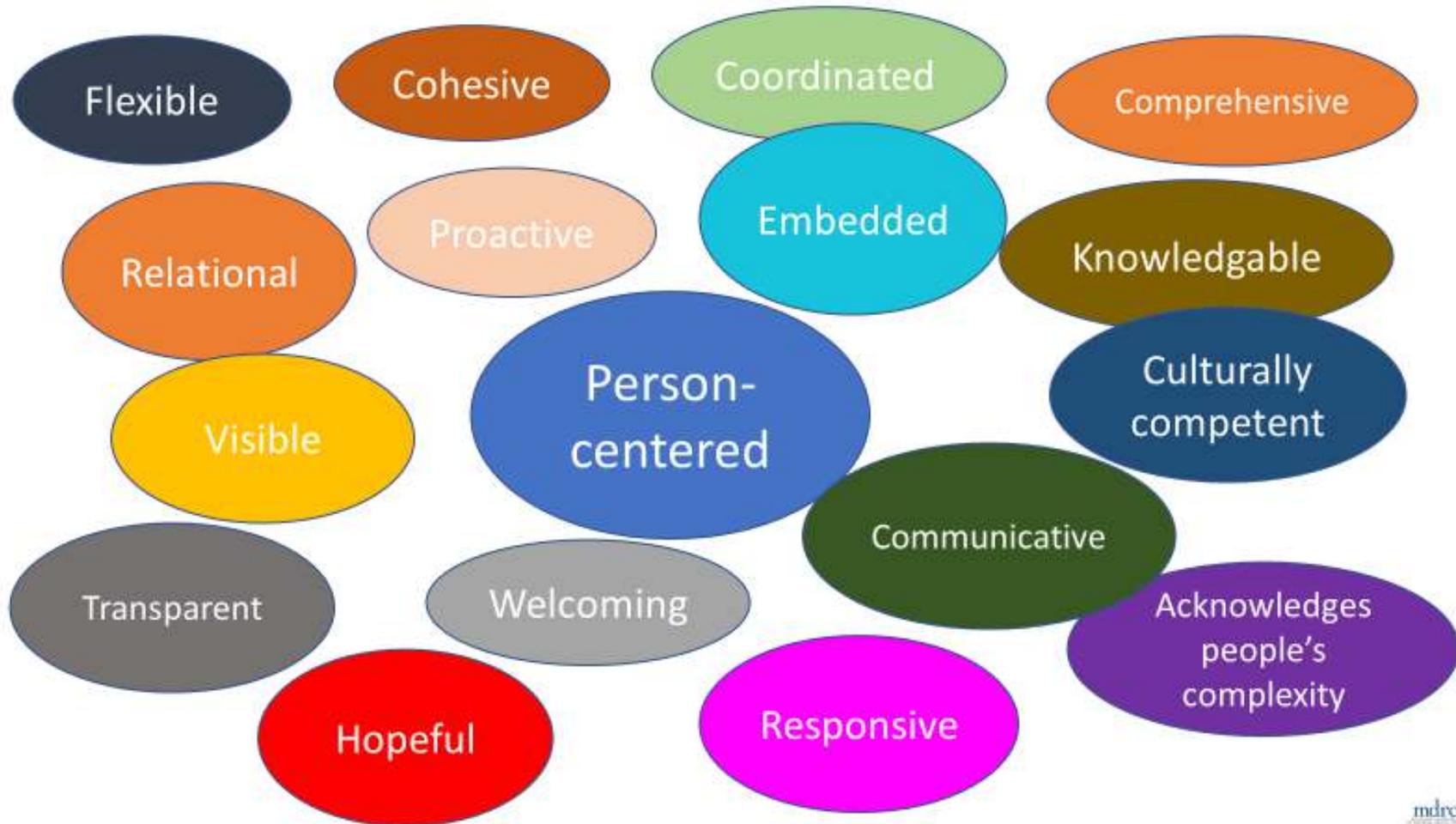


Jason+

Feedback Strategies

- Interview front-line staff
- Interview program participants
- Observe system users, job seekers; write down comments
- Informally survey customers
 - at key touchpoints in the job search journey
 - at the conclusion of programs/once employed
- Focus groups

Vision Statement Themes



Verna Persona

Verna Williams, 55 | she/her/hers



"I just want things to go back to normal."

Caseyville, IL

PERSONAL AND FAMILY LIFE

- Moved to the suburbs 10 years ago after living in East St. Louis for many years. Have more ties to where they used to live than their current community.
- Married with 4 kids (ages 17, 25, 27, 29) and 7 grandkids. Youngest kid and oldest grandkid (age 13) live with them.
- Her husband Art is a state employee and nearing retirement, worried about pension.

SKILLS AND INTERESTS

- Treasurer of the trustee board at her church, volunteers at East St. Louis food bank, member of quilting guild in old neighborhood, and huge Cardinals fan.

EMPLOYMENT AND EDUCATION

- Earned a BA in sociology
- Recently laid off from position as a bank teller at US Bank in St. Louis. Her branch closed and she didn't get a new role.
- Not emotionally or financially ready for retirement. Feels like she still has a lot of working life left.
- Her experience looking for work has been that no one is looking for an older person.
- She's sending out hundreds of online applications but doesn't hear back and doesn't know why. It seems like most of the applications are being screened by computers and not people.
- She's feeling really frustrated.

GOALS AND MOTIVATIONS

- She wants a job where she can help people—similar to how she helped people as a bank teller.
- Wants to be a good role model for kids and grandkids.
- Wants to maintain ties to her former neighborhood and maintain status in eyes of friends

CHALLENGE

- She feels like she's facing a lot of age discrimination.
- There seem to be fewer customer service jobs and they pay less and less.
- Wasn't planning on still supporting kids at this age.

TOP OF MIND THOUGHTS

- "Nobody is going to give me a chance at this age, are they?"



Home: 1006 E Ofallon Drive

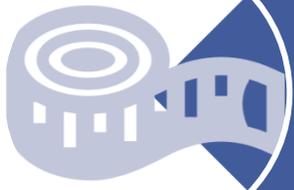


Verna's granddaughter - 13

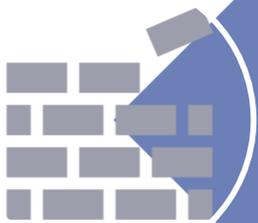


Funding, Governance, & Infrastructure Working Group

Working Group Deliverables



Desired outcomes beyond existing funding compliance requirements

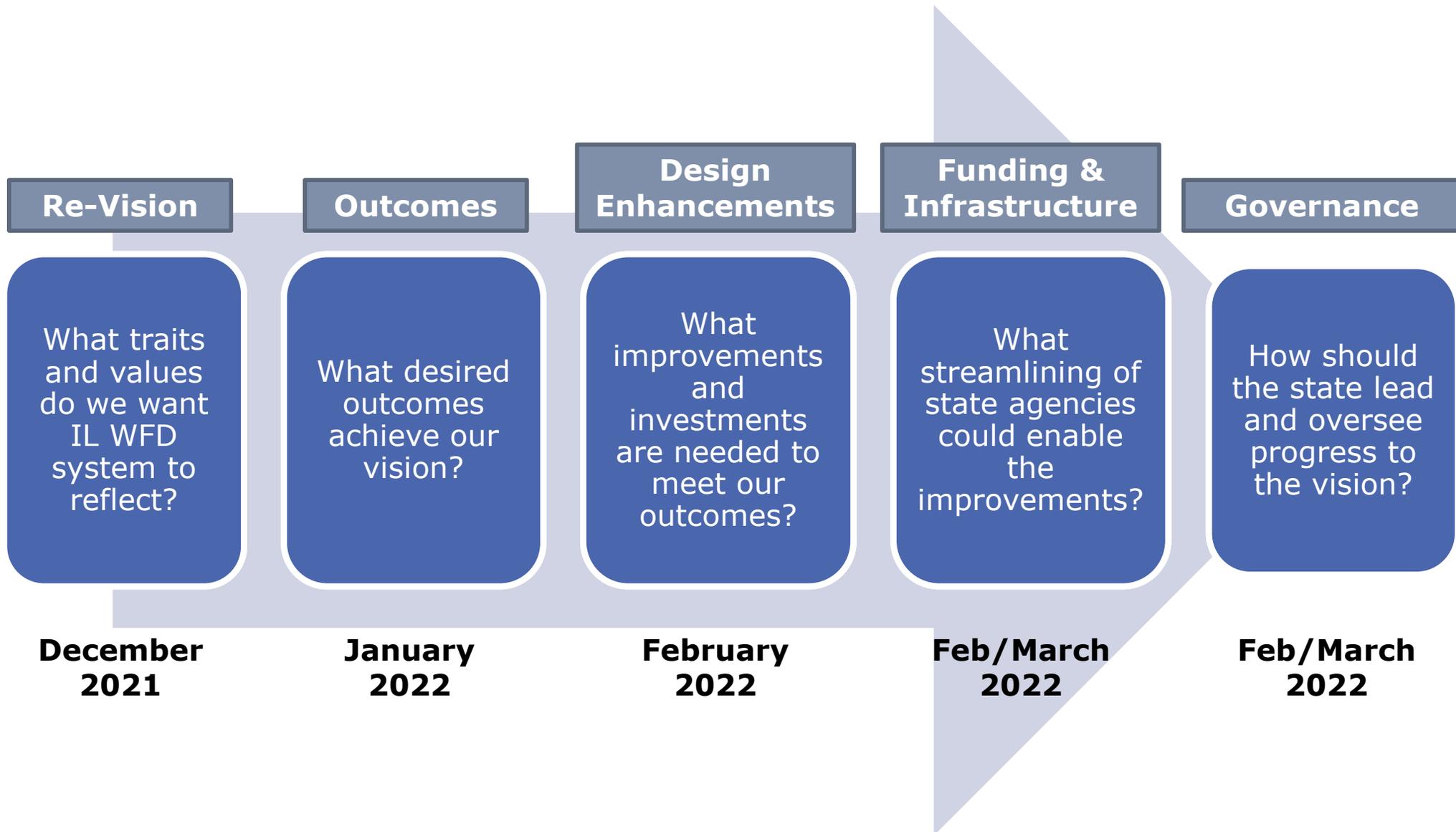


Recommendations for investment and streamlining of state agencies toward desired outcomes



Recommendations for a state governance structure and state leadership

Working Group Sequence & Timeline



Focus Groups

Completed	Upcoming
<ul style="list-style-type: none">• 4 focus groups conducted with frontline staff from all four WIOA titles. Nearly 200 participated.• 1 focus group with job seekers. Nearly 100 participated.	<ul style="list-style-type: none">• 1 focus group with employers. Over 20 have registered.• 2 focus groups with non-users of the system (English and Spanish). Aiming for 30 participants

Definition of Workforce Equity & Access

ORIGINAL Definition

A labor market in which **racial income gaps are eliminated**, all jobs are **good jobs**, and everyone who wants to work has **access to family-supporting employment.**

-- PolicyLink (2020)

SUGGESTED EXPANSIONS

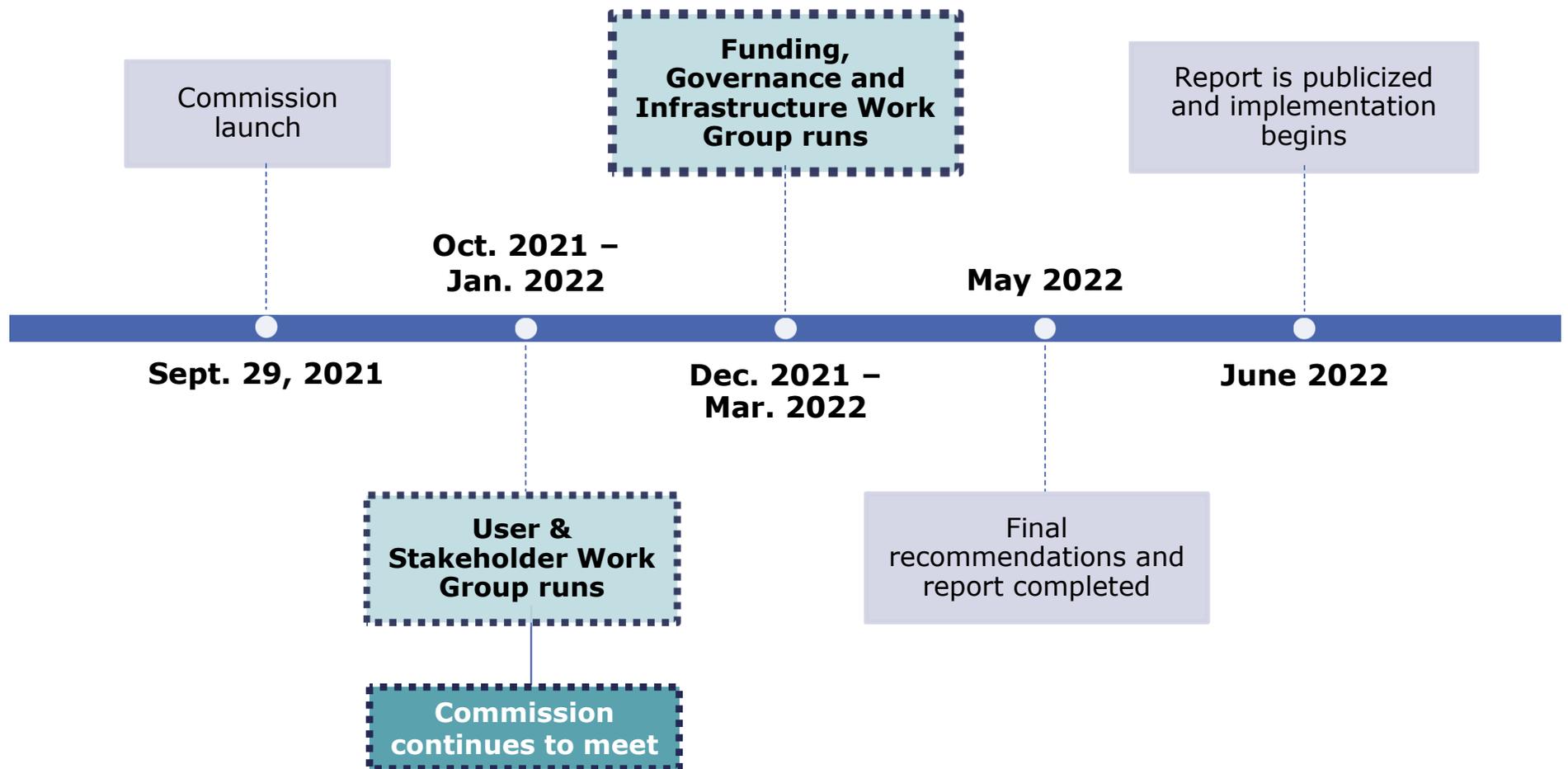
- Income gaps eliminated **more broadly**, inclusive of **race**
- Everyone who wants to work has **access to the resources and supports** that allow them to obtain employment
- Employment is **meaningful** and allows individuals to lead **thriving lives**

Notes: Not all jobs will be good jobs in today's labor market; the definition of "good jobs" is nuanced and debatable.

--FIG working group feedback

Next Steps

Timeline



Commission Meeting Dates & Planned Topics

Day	Date	Time	Topic
Tuesday	2/22	12:00-2:00 PM	Future system vision and design enhancements stemming from human-centered design process
Tuesday	3/29	12:00-2:00 PM	Initial recommendations for funding, infrastructure, and governance
Tuesday	4/26	12:00-2:00 PM	Revise, adjust, and sign-on to recommendations for inclusion in Commission report
Thursday	5/19	12:00-2:00 PM	Review and provide feedback of draft report. Develop guidance on implementation of recommendations

Reflections



Public Comment

If you would like to make a comment or ask a question, please put your name in the chat to be called on.