

AWARD LIST AND PROJECT SUMMARIES

On September 26, 2023, \$1 million of *Workforce Innovation and Opportunity Act (WIOA)* Governor's Discretionary funds were awarded to one organization under the Reemployment Services and Eligibility Assessment (RESEA) Collaborative Redesign Technical Assistance (CRTA) Program Year 2023-24 (PY 23-24) Solicitation for Proposals (SFP). The awardee and project summary is listed below. Funding decisions are final.

Project List

Applicant Name	County	Award
Corporation for a Skilled Workforce (CSW)	Livingston	\$1,000,000

Project Summaries

APPLICANT **Corporation for a Skilled Workforce**
10246 Crouse Road, #17
Hartland, MI 48353

CONTACT Sherri Cavanaugh, CFO
1-734-669-2900
awallace@skilledwork.org

AWARD \$1,000,000

PROJECT DESIGN The proposed project will drive innovation and systems change by supplying technical assistance (TA), conducting research and analysis, facilitating collaboration, and supporting real-time assessment, iteration, and improvement. A careful examination of RESEA program components and system-level co-dependencies will inform and support the successful implementation of the redesigned RESEA program, leading to improved outcomes for Unemployment Insurance (UI) claimants and a more efficient and effective workforce system in California.

The project design elements will encompass several key components. First, a comprehensive analysis of the existing program will be conducted to identify trends, patterns, strengths, and areas for redesign through program and data analysis. Additionally, case studies of best practices and policies from other states will be documented to explore opportunities for replication or customization in California.

Innovation will play a crucial role, involving the assessment, redesign, testing, and iteration of best practices with RESEA program staff to identify strategies for improving program effectiveness and client outcomes. To gather valuable insights, focus groups and interviews will be conducted with stakeholders, including staff and UI claimants.

Process mapping will be employed to create visual representations of the program's workflows, aiming to identify bottlenecks, redundancies, and inefficiencies within the RESEA program. Furthermore, a collaborative community of practice (CoP) will be established to determine critical interventions and optimization strategies for improved program outcomes and participant experience.

Capacity building will be provided to staff and partners through TA, enhancing their capabilities for program improvement, implementing new services, and fostering coordination within the workforce system. Strategic counsel will be offered to leaders from the Employment Development Department (EDD) and the Labor and Workforce Development Agency (LWDA), aiming to examine best practices, identify areas for systems improvement, and foster collaboration with workforce partners to envision a new RESEA program model.

Lastly, the project will seek to drive systemic change by creating a new framework for the RESEA program and future pilot sites. This will involve integrating continuous improvement strategies, establishing adaptive planning structures, and building a model for scalable change within the California workforce system.

PROJECT STRATEGIES

The RESEA CRTA project CoP aims to improve RESEA outcomes in California by implementing process and program innovations based on best practices. Both virtual and in-person CoP sessions will be conducted to facilitate open dialogue, knowledge exchanges, and idea sharing among participants. Prior to these sessions, feedback will be sought to ensure effective CoP activities. Through data analysis and collection of best practices, the CoP will foster a better understanding of the current RESEA program and identify opportunities for improvement.

KEY PARTNERS

The project partners, also known as the TA team, include the CSW, Pathways Consultants, and Trailhead Strategies, Inc. TA activities will be documented in the project workplan, with ongoing updates to address evolving needs. Regular surveys will be conducted to assess the effectiveness of TA activities, inform topic coverage, and ensure transparency. Agendas, meetings, and training resources will be shared with the Employment Development Department (EDD), and leaders will convene to assess progress, enhance coordination with workforce

partners, and make policy recommendations to facilitate systems change.

To evaluate the effectiveness of program redesign innovations and system changes, the project will test, iterate, and refine strategies for continuous improvement, while also measuring progress. Regular meetings will be held with EDD and Local Workforce Development Area (LWDA) leaders to assess project progress, identify opportunities for increased coordination and integration of workforce partners in the RESEA redesign, and provide recommendations on policy, funding, and programmatic shifts to facilitate systems change.

To evaluate the effectiveness of program redesign innovations and system changes, the project will test, iterate, and refine strategies for continuous improvement, while also measuring progress. Regular meetings will be held with EDD and Local Workforce Development Area (LWDA) leaders to assess project progress, identify opportunities for increased coordination and integration of workforce partners in the RESEA redesign, and provide recommendations on policy, funding, and programmatic shifts to facilitate systems change.

**PROJECT
DELIVERABLES**

The objectives of the RESEA CRTA project are to strengthen program integrity and reduce the use of UI through improved employment outcomes, promote alignment with the workforce system, and establish RESEA as a key entry point into the broader workforce development system. These objectives will be achieved by enlisting a wide spectrum of staff, leaders, and system partners in a collaborative process to examine what could be improved in the program. The project design and TA are carefully structured to achieve maximum input into the redesign process, with careful consideration of the strengths and limitations of the program changes that are considered. At each step in the redesign process, the TA team will work with RESEA staff, workforce system partners, and leaders to assess the data, evaluate performance, examine the implications of programmatic changes, and pivot if necessary.

The final RESEA CRTA project deliverables will include a plan and toolkits for the implementation of and replication of the RESEA redesign and a framework for future RESEA pilot sites, including recommended program design principles, client path mapping, service and data system operations strategies, workforce partner coordination strategies, and key process and outcome measures. In addition to the delivery of the RESEA pilot framework, we will also provide EDD and LWDA leaders with a guide for RESEA pilot program implementation, including strategies for enhanced coordination, continuous improvement, and strategic partnership development.

