

Appendix A

WIA Unified Plan “Vision Statement”

Extracted from the Draft Unified Plan
For Titles I, III and IV

Extract from the Draft Massachusetts WIA Unified Plan that includes Titles I, III & IV:

A. Vision and Goals

- 1. Provide the State's comprehensive vision of a workforce investment system, including broad economic, education, training, workforce development and related goals. Describe how the State considered a broad range of issues, such as the needs of public housing residents, in the development of the State's vision and goals. Describe any challenges to achieving your vision, including any economic development, legislative or reorganization initiatives anticipated that could impact on the performance and effectiveness of your State's workforce investment system. Describe how each of the programs included in the plan will contribute to achieving these goals.**

In developing the plan for the implementation of the Workforce Investment Act in the Commonwealth of Massachusetts, every effort was made to include all stakeholders in this process. A WIA Steering Committee comprised of high level representatives from required and affiliated State level officials, local government, and the private sector met on a weekly basis to address and deliberate on policy issues related to the transition to WIA. A number of sub-committees composed of members of the Steering Committee and other interested stakeholders both public and private were charged with developing policy and operational recommendations. Every effort has been made to develop a process that was as inclusive and responsive as possible to the needs of individuals, employers, and the future economic development needs of the State. The parties to this five year unified plan are committed to the following vision and it's goals for the future.

VISION STATEMENT FOR THE MASSACHUSETTS WORKFORCE INVESTMENT SYSTEM

- 1. All Massachusetts residents will have the competencies, employment skills and education to support themselves and their families and to live a quality life.**
- 2. Massachusetts employers will have access to the skilled and educated workforce necessary to remain competitive in a dynamic global economy.**

To achieve these overarching goals, we are committed to a workforce investment system built on the following principles:

- A. The Massachusetts workforce investment system will be built on and guided by a genuine partnership between the public and private sectors and between state and local stakeholders.
- B. A common strategic vision will guide the entire workforce investment system. This vision will be translated by each partner into concrete goals which complement the goals of all other partners.

- C. The Massachusetts workforce investment system will be responsive to its customers and provide them with the opportunity to make informed choices.
- D. The workforce investment system will focus on those skills that improve workers' employability and earnings in the marketplace.
- E. Programs and services will be developed based on a continuing assessment of firms' needs and workers' skills.
- F. The workforce investment system will provide a coordinated progression of services that is easily understood by and accessible to the Massachusetts workforce and employers.
- G. The workforce investment system will encourage the pursuit of education and lifelong learning in order to enhance earnings and improve workers' employability, productivity and competitiveness in the changing global economy.
- H. The workforce investment system will be run efficiently. Customers will have access to a range of services that can accommodate those most job ready, and intensive services will be reserved for those most at risk of suffering unemployment, serious income loss, and/or poverty.
- I. The workforce investment system will be accountable to its customers and for continuous quality improvement.

A major challenge presented by WIA is how such a wide range of services provide under multiple authorities, statutes and regulations can be successfully coordinated, particularly at the local level. The opportunity presented by WIA is a heightened emphasis on performance goals that can only be achieved through such coordination. The following principles for judging performance have been identified as necessary to create an environment in which such coordination will thrive:

- **All partners and members need to support and assist in the implementation of a “no wrong door” approach to our initial and ongoing work with customers, many of whom will need and benefit from services provided by multiple agencies.**
- **Establishing “credit” for services provided must not be allowed to present a barrier to customers receiving appropriate services from partners and members.**

The following system building tools are needed to implement these policies:

1. Common definitions for core services.
2. Common criteria for core services that will be provided by partners and members, including protocols for referrals that work in both directions.
3. Data elements that will be used in common across different data and reporting systems :
 - identify common data elements;
 - identify key data elements that are missing from some systems;
4. develop specifications for the core data set partners and members should commit to;
5. develop specifications for the exchange of such data between partners and members.
6. A common set of performance goals.