

# JETT★CON '97

"CHANGE, CHALLENGE, OPPORTUNITY !"

## Showcase Awards

We, in the employment and training community, are experiencing a revolution in the way we deliver workforce development services. This revolution is being driven by the larger information revolution sweeping the nation and reforming our, (and the world's), economy. In this new economic scheme good, easily accessible, high-quality information is essential for every American, both individuals and employers, to make informed labor market choices. This need for information, we believe, can best be met through the use of technology. The information revolution and emerging global economy, then are introducing **change** into the way we live, the way we learn, and the way we work and look for work. This presents all of us, in the employment and training community, with the **challenge** of finding ways to better utilize technology to achieve our employment and training goals. This also means that we have a unique **opportunity** to reframe fundamentally how we deliver workforce development services by deploying technology to our best advantage. We should settle for nothing less than providing world-class services to all of our customers. These awards are to recognize such efforts.

### Objective

To recognize and honor successful, innovative *workforce development programs* that exploit technology to provide world-class quality workforce development services to customers and to share these successes broadly with the employment and training community.

### Award Categories

Awards will recognize outstanding work in six categories consistent with the six JETT★CON '97 tracks. Two awards will be granted under each category - a state level and a community level award. The categories are:

1. Developing a Workforce Development System for the 21st Century	4. Using Internet/Intranet Technology
2. Managing the Impacts of Technology	5. Forging Technology Alliances that Work
3. Designing Learning Technologies to Enhance Training and Assessment Services	6. Using Assistive Technology to Create Universal Access

### Awards Category 1 - Developing a Workforce Development System for the 21st Century

Entries in this category are organizations that have developed and are implementing an approved plan that incorporates the provisions of mediated and electronic services in an integrated manner. The plan must be officially accepted, approved and under implementation.

### Description:

Winning entries will:

- ★ Articulate a vision for the future that incorporates the provision of mediated and electronic services in an exemplary and integrated manner.

- ☆ Describe how technology is and will impact the delivery of services.
- ☆ Describe the effectiveness of the parts of the plan already implemented.
- ☆ Describe how the plan will advance or improve the principles of universality, customer choice, service integration, and positive outcomes.

**Criteria:**

Entries will be judged on a scale of 1-10 on the following equally weighted criteria:

*Innovation* - Did the entry demonstrate creativity or innovation?

*Portability* - Did the entry demonstrate how other states or communities with similar needs could take advantage of the approach?

*Efficiency* - Was there evidence of “faster, better, cheaper” services provided?

*Effectiveness* - Was evidence of specific performance gains including customer satisfaction rates, financial results (return on investment, cost pers), or organizational specific results (federal, state, or local measures or results) provided?

**Awards Category 2 - Managing the Impacts of Technology**

This category will honor workforce development programs that have done an exemplary job of creating new organizational forms, processes, and roles needed to accommodate the power and capabilities of new technology. The organizational change should result in improved service delivery for customers.

**Description:**

Winning entries will:

- ☆ Describe how the organizational change has improved the delivery of services to customers.
- ☆ Describe the specific technology or technological innovation that is contributing to the organizational change.
- ☆ Describe how the organizational change has advanced or improved the principles of universality, customer choice, service integration, and positive outcomes.

**Criteria:**

The programs will be judged on a scale of 1-10 on the following equally weighted criteria:

*Innovation* - Did the entry demonstrate creativity or innovation?

*Portability* - Did the entry demonstrate how other states or communities with similar needs could take advantage of the approach?

*Efficiency* - Was there evidence of “better, faster, cheaper” services provided?

*Effectiveness* - Was there evidence of specific performance gains including customer satisfaction rates, financial results (return on investment, cost pers), or organizational specific results (federal, state, or local measures or results) provided?

**Awards Category 3 - Designing Learning Technologies to Enhance Training and Assessment Services**

This category will honor workforce development programs that have implemented innovative and effective learning technologies to enrich training or assessment services for customers.

**Description:**

Winning entries will:

- ☆ Describe the specific technology in use to enhance learning, training or assessment services.
- ☆ Identify the targeted internal or external customer expected to benefit from the technology.
- ☆ Quantify (provide evidence) positive outcomes, results, success that positively impacts the target customer and can be attributed to the use of technology.
- ☆ Describe how the principles of universality, customer choice, service integration, and positive outcomes were advanced or improved.

**Criteria:**

Entries will be judged on a scale of 1-10 on the following equally weighted criteria:

*Innovation* - Did the entry demonstrate creative use of an existing technology or innovative use of a new technology?

*Portability* - Did the entry demonstrate how other states or communities with similar needs could use the technology?

*Efficiency* - Was there evidence of “faster, better, cheaper” services provided?

*Effectiveness* - Was evidence of specific performance gains including customer satisfaction rates, financial results (return on investment, cost pers), or organizational specific results (federal, state, or local measures or results) provided?

**Awards Category 4 - Using Internet/Intranet Technology**

This category will honor workforce development programs that have implemented internet/intranet technology in an effective, and exemplary way to the benefit of internal (staff) or external customers (participant, employer, public).

**Description:**

Winning entries will:

- ☆ Describe and document creative and innovative use of the internet/intranet technology involved.
- ☆ Describe how the approach to this technology fits into an overall system design or strategic plan.
- ☆ Identify the benefit/gain of the organization’s target customer.

- ☆ Describe how and what information has been better organized and made accessible to specified customers.
- ☆ Describe how a customer benefits and if the benefit is documented via technology.
- ☆ Describe how internet/intranet technology has improved or advanced universality, customer choice, service integration or outcomes.

**Criteria**

Entries will be judged on a scale of 1-10 on the following equally weighted criteria:

*Innovation* - Did the entry demonstrate creativity or innovation?

*Portability* - Did the entry demonstrate how other states or communities with similar needs could use the technology?

*Efficiency* - Was there evidence of “faster, better, cheaper” services provided?

*Effectiveness* - Was there evidence of specific performance gains including customer satisfaction rates, financial results (return on investment, cost pers), or organizational specific results (federal, state, local measures or results).

**Awards Category 5 - Forging Technology Alliances That Work**

Entries in this category are organizations that have entered into technology-based alliances, partnerships, collaboratives, etc that have added value and enhanced the delivery of services to customers.

**Description:**

Winning entries will focus on a specific endeavor and:

- ☆ Specify, who, what, where, when and how about the alliance, partnership or collaborative.
- ☆ Specify the specific technology or technological aspect of such and agreement.
- ☆ Identify the technological benefit/gains achieved for both partners such as technology transfer, access to expertise, training, research, financial investments, equipment sharing.
- ☆ Specify if it is a public/private endeavor.
- ☆ Describe how the principles of universality, customer choice, service integration, and outcomes were improved or advanced as a result of the alliance, partnership, or collaborative.

**Criteria:**

Entries will be judged on a scale of 1-10 on the following equally weighted criteria:

*Innovation* - Did the entry demonstrate creativity or innovation?

*Portability* - Did the entry demonstrate how other states or communities with similar needs could take advantage of the approach?

*Efficiency* - Was there evidence of “faster, better, cheaper” services provided?

*Effectiveness* - Was there evidence of specific performance gains including customer satisfaction rates, financial results (return on investment, cost pers), or organizational specific results (federal, state, or local measures or results)?

**Awards Category 6 - Using Assistive Technology to Create Universal Access**

This category will honor workforce development programs that have used assistive technology to increase access of people with disabilities to education, training, and employment services. Assistive technology is

defined as any item, piece of equipment, product or system that is used to increase access of people with disabilities to education, training or employment services.

**Description:**

Winning entries will:

- ☆ Describe how assistive technology has increased access of people with disabilities to education, training, or employment services.
- ☆ Describe how assistive technology has had a crossover effect for others accessing education, training, or employment services.
- ☆ Describe how the principles of universality, customer choice, service integration, and positive outcomes were advanced or improved.

**Criteria:**

Entries will be judged on a scale of 1-10 on the following equally weighted criteria:

*Innovation* - Did the entry demonstrate creativity or innovation?

*Portability* - Did the entry demonstrate how other states or communities with similar needs could take advantage of the technology?

*Efficiency* - Was there evidence of “faster, better, cheaper” services provided?

*Effectiveness* - Was there evidence of specific performance gains including customer satisfaction rates, financial results (return on investment, cost pers), or organizational specific results (federal, state, or local measures or results) provided?

**Who is Eligible?**

1. States

Any state organization involved in workforce development is eligible for nomination. Programs involving public/private partnerships, collaboratives, or joint ventures are also eligible under this category including profit-making and non-profit organizations.

2. Communities

Any local or other workforce development program or initiative is eligible for nomination. This category is intended to be inclusive, broad and national in scope. Local job corps centers, Bureau of Apprenticeship Programs, community colleges and others are eligible under this category. Programs involving public/private partnerships, collaboratives, or joint ventures are also eligible under this category including profit-making and non-profit organizations.

**How is a Nomination Submitted?**

Nominations can be submitted by any eligible organization.

Nominations should be addressed to:  
The Council for Excellence in Government  
1301 K Street, NW, Suite 450 West  
Washington, DC 20005

Attention: Steve Cochran/John Gallagher  
JETT☆CON '97 Showcase Awards

The nomination format is an original, plus 3 copies conforming to the outline in the nomination form, Attachment A.

Nominations must be received at the Council for Excellence in Government no later than 5:00 pm September 30, 1997. Nominations may be submitted electronically to the following address:  
jett\*con@excelgov.org

Results will be provided to nominees no later than November 15, 1997.

Questions regarding any aspect of the awards program may be directed to Fred Frederick at 202-219-9092 Extension 138.

**How Will the Winners be Selected?**

The nominations will be judged by panels of experts selected from the Council for Excellence in Government's Government Information Technology Leadership Consortium. These panels will be composed of experts from the private sector and will follow the scoring system detailed in this document.

Two award winners will be selected in each of the six award categories-- one representing a state and one representing a community-- for a total of twelve awards.

**How Will the Winners be Recognized?**

Award winners will be showcased at Chicago in the JETT☆CON '97 exhibit hall and will be honored at a presentation ceremony during the Awards Luncheon on Thursday, December 18. Travel and expenses, including conference fees, will be paid by JETT☆CON '97 for two persons. Award winners will also be highlighted on the ETA Homepage.