

**DRAFT**  
**2 AND 1/2 DAY SCHEDULE**  
**"INTRODUCTION TO ONE-STOP SYSTEM BUILDING"**

*DAY 1: 10:00 A.M. TO 4:30 P.M.*

**9:00 TO 10:00 COFFEE AND INFORMAL NETWORKING**

**10:00 - 11:00 SESSION 1. WELCOME, OVERVIEW OF TRAINING, AND IDENTIFICATION OF SYSTEM-BUILDING PRIORITIES**

- ! Welcome
  
- ! Describe session objectives
  - Introduce different aspects of One-Stop system-building  
(Based on the system-building components discussed in SPR's Final Report and Practitioners' Guide)
    - Organizing and governing One-Stop systems
    - Redesigning customer services
    - Designing and implementing One-Stop support systems
  
- ! Introduce participants
  - State/local delegates responsible for One-Stop partnering, planning, and implementation
  - DOL One-Stop leads and GOTRs
  - SPR trainers and experienced One-Stop panelists
  - Certified Enterprise peer trainers
  
- ! Identify and prioritize attendees' most pressing or highest priority system-building tasks (group activity and discussion)
  
- ! Introduce an "action plan" outline that attendees can use to jot down information and suggestions from all sessions that they may be able to incorporate into their own state or local system-building process.

**11:00 TO 12:30 SESSION 2. OVERVIEW OF ONE-STOP TRANSFORMATION GOALS AND TYPICAL FEATURES OF TRANSFORMED SYSTEMS**

Activities will include several of the following:

- ! A description and "virtual tour" of a transformed One-Stop center using video clips.
  
- ! Skits illustrating the delivery of services to customers before and after implementation of a One-Stop customer-driven system.
  
- ! A discussion led by expert panelists representing One-Stop Learning Labs

and states with maturing One-Stop systems about the vision that has guided their efforts and the resulting changes in service design, delivery, and management principles.

! A group exercise illustrating the process of reframing the service delivery process to focus on customer needs rather than categorical program regulations: "Thinking outside the box."

### **12:30 TO 1:30 LUNCH**

! Bag lunch provided by conference first day

! Lunch tables will be labeled with the highest priority system building components identified during Session 1. Individuals can pick which table they want to sit at. During lunch, each table will be given assignment to write down five specific questions/subtopics within their system-building topic that they would like to have addressed sometime during the training session and, if possible, one or more specific learning objectives within each question/subtopic.

! After lunch, quickly have each table put its questions/issues on board and run through five minutes of fast grouping of questions so they end up in like clusters.

### **1:30 - 3:00 SESSION 3. ISSUES IN ORGANIZING AND GOVERNING ONE-STOP SYSTEMS**

! Overview of organizational challenges

- Partnership formation
- Balancing state and local roles in One-Stop system planning, governance, and administration
- Governing One-Stop Partnerships
- Inventing transformed One-Stop service designs/delivery Systems
- Day-to-day administrative practices

! Q&A/discussion

! Small group activities

### **3:00 TO 3:15 BREAK**

### **3:15 TO 4:30 SESSION 4. IDENTIFY NEEDS FOR ONGOING SYSTEM-BUILDING SUPPORTS ON ORGANIZATIONAL AND GOVERNANCE ISSUES**

! Small group breakouts by state delegation (or regions as appropriate) to identify system building support needs and identify strategies to meet those needs.

! Provide a brief instructional session on flow-charting as a tool in strategic planning

! Reports back to whole group; comment on similarities and differences of

system-building support needs across states and regions.

- ! Identify opportunities for regional or cross-regional collaboration in addressing system-building support needs.

**! DAY 2: 8:30 A.M. TO 4:00 P.M.**

**8:00 TO 8:30 COFFEE AND PASTRIES**

**8:30 TO 10:00 SESSION 5. STRATEGIES AND TOOLS TO PROMOTE UNIVERSAL CUSTOMER ACCESS**

- ! Description of ALMIS federal/state technology-based information products for employers, job-seekers, and One-Stop service providers.
- ! How technology-based tools provide the framework for services available to universal customers in One-Stop resource rooms, using examples from specific well-developed One-Stop service systems.
- ! How remote access technologies can be used to make One-Stop information services and products widely accessible.
- ! Discussion of staff supports for "self-access" services.
- ! Links between "self-access" and enhanced (staffed and targeted) services

**10:00 TO 10:15 BREAK**

**10:15 TO 11:45 SESSION 6. PLANNING AND IMPLEMENTING TRANSFORMED ONE-STOP SERVICE FOR EMPLOYERS**

- ! How various One-Stop partners can share resources and expertise in redesigning services for employers
- ! Different strategies for delivering transformed employer services
- ! Core versus enhanced employer services

**11:45 TO 1:00 LUNCH ON OWN**

**1:00 TO 2:30 SESSION 7. PLANNING AND IMPLEMENTING TRANSFORMED ONE-STOP SERVICE TO JOB SEEKERS AND STUDENTS**

Lecture/facilitated discussion on:

- ! How various One-Stop partners can share resources and expertise in redesigning services for job-seekers and students
- ! Different strategies for delivering transformed services to individuals
- ! Core versus enhanced services to individuals

**2:30 TO 2:45 BREAK**

**2:45 TO 4:00 SESSION 8. BREAK OUT SESSIONS A**

Attendees will choose among the following three break-out sessions on One-Stop support systems:

- ! Developing appropriate physical facilities

! Creating a One-Stop information infrastructure

! Financing One-Stop services

**! DAY 3: 8:30 TO 12:30**

**8:00 TO 8:30 COFFEE AND PASTRIES**

**8:30 TO 9:45 SESSION 9. BREAK OUT SESSIONS B**

Attendees will choose among the following three break-out sessions on One-Stop support systems:

! Developing staff capacity

! Marketing One-Stop services

! Measuring One-Stop performance

**9:45 TO 10:00 BREAK**

**10:00 TO 12:00 SESSION 10. DEVELOP AN ACTION PLAN FOR PROVIDING ONGOING ONE-STOP SYSTEM-BUILDING SUPPORTS**

! Instructions

! Break-out groups by state (with DOL GOTRs) to identify system-building priorities and plan for ongoing system-building supports

! Report out by states and GOTRs; discussion of common needs within and across regions

! Recommendations for shared action at regional or multi-regional level

**12:00 TO 12:30 CONCLUSION**

! Group Reflection Exercise

! Self-Reflection Exercise