EQUITY TASKFORCE PROGRAM WORKGROUP

Date: Thursday, March 4, 2021

Time: 11:00am – 12:00pm

**Location:** Zoom

**Group Lead:** Adrian Esquivel

**Members Present:** Diana Alfaro, Bridget Altenburg, Katie Blank, Morgan Diamond, Adrian Esquivel, Lisa Bly-Jones, Jere Boyle, Pat Devaney, Emily Garrity, Delmar L. Gillus, Teresa Haley, Gregory Harle, Aime’e Julian, Jonathan Lanning, LaTanya Law-Fountain, Clayton Pryor, Tom Wendorf, Laura Wilhelm

**Staff:** Molly Cook, Terah Scott

**Meeting Goals:**

1. Approve minutes from December 9, 2020 and February 12, 2021
2. Determine a comprehensive list of barriers that customers face and human centered design principles that lead to equity to share with the Task Force
3. Discuss experiential learning or simulation experiences that demonstrate a customer’s experience

\*Open Meeting Act applies.

| Time | Item | Presenter |
| --- | --- | --- |
| 5 min. | Welcome and Roll Call (Terah Scott) | Adrian Esquivel and Terah Scott |
| 10 min. | Approval of Minutes – December 9, 2020 and February 12, 2021 | Adrian Esquivel |
| 10 min. | Review the definition of equity lens and framework as it applies to programs across State agencies. | Adrian Esquivel |
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| 5 min. | Review process flow for WIOA | Bridget Altenburg |
| 5 min. | Review barriers discussed in the last meeting and human centered design | Molly Cook |
| 15 min. | Continue discussing the following:* Are there barriers to the WIOA process flow?
* Review existing models and identify elements we might want to bring back to the group. Do we know examples of human centered design focused programs?
* Are there a list of barriers that we want to present to the Task Force?
* Is there a simulation or experiential learning component to understand better the customer experience from their perspective?
 | Adrian Esquivel |
| 5 min. | Public Comment | Terah Scott |
| 5 min | Next Steps and Adjournment | Adrian Esquivel |
|  | * Idenitify models and elements we may want to bring to the Task Force for recommendations.
* Next meeting
 |  |

*Program Workgroup*

**Drivers:**

* Execute a customer centered design service delivery model
* Better prepare staff to effectively serve business and individual customers
* Demonstrate a business-demand driven orientation and establish strong business partnerships
* Funding opportunity for piloting best practices in Equity work

**Anchors**

* Integrated business services framework for state and regional workforce and

economic development programs

* Cross-Agency development of staff and WIOA system stakeholders
* Expand access to information and resources
* Establish direct relationships among diverse stakeholders

**Expected Outcomes**

* Identification of best practices in equity-based decision-making among organizational leadership and in service delivery
* Identification of best practices for assessing performance and performance metrics in evaluating organizational capacity and service delivery
* Identification of strategies and programs for providing high-quality professional training