Program Quality – Success is a Continuous Improvement Plan
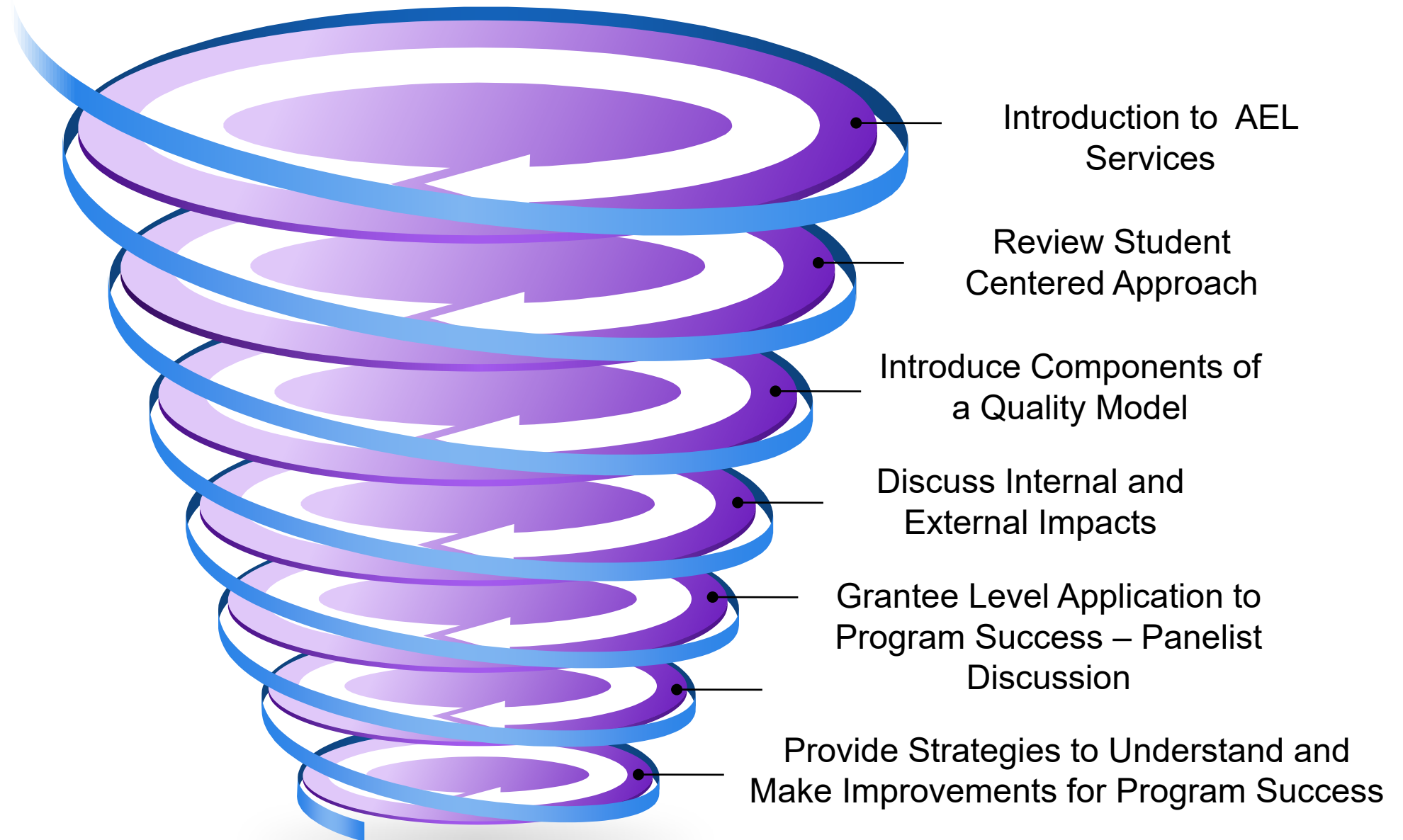
VERONICA MOORE TWC/AEL - PROGRAM SPECIALIST

DR. GLENDA ROSE COMMUNITY ACTION INC.- DIRECTOR

WHITNEY PATTERSON PAVE EAST TX (LCOT) - EXECUTIVE DIRECTOR

RICARDO RIVERA BROWNSVILLE ISD – DIRECTOR

SANDRA CORTEZ LAREDO COLLEGE – DEAN OF COMMUNITY EDUCATION

Objectives

- Introduction to AEL Services
- Review Student Centered Approach
- Introduce Components of a Quality Model
- Discuss Internal and External Impacts
- Grantee Level Application to Program Success – Panelist Discussion
- Provide Strategies to Understand and Make Improvements for Program Success

Who Do We Serve?

A Tale of Unique Populations

- ▶ Ages 16 +
- ▶ People from the United States and outside of the United States
- ▶ Varying levels of education
- ▶ Varying levels of work experience both inside and outside of the United States
- ▶ Varying levels life experiences
- ▶ Varying levels of learning and understanding of the English Language

WIOA TITLE II SERVICES

- Basic Skills Deficient (BSD)
- High School Equivalent (HSE)
- College Preparation (Transition)
- Integrated English Language Acquisition and Civics Education (IELCE)
- Integrated Education and Training (IET)
- IELCE + Integrated Education and Training (IET)
- Work-based
- ESL for Professionals (Internationally Training Professionals)
- Re-entry Corrections Second Chance
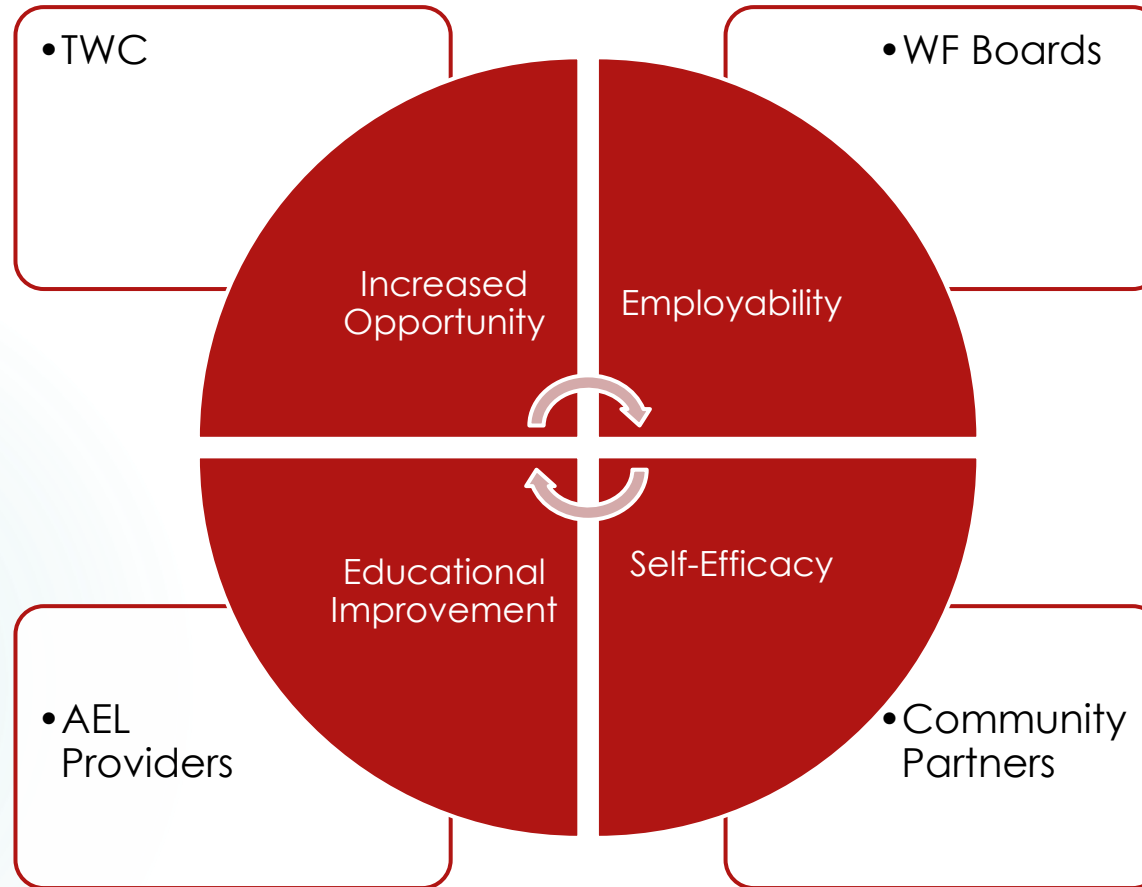- Math Assistance Call Center
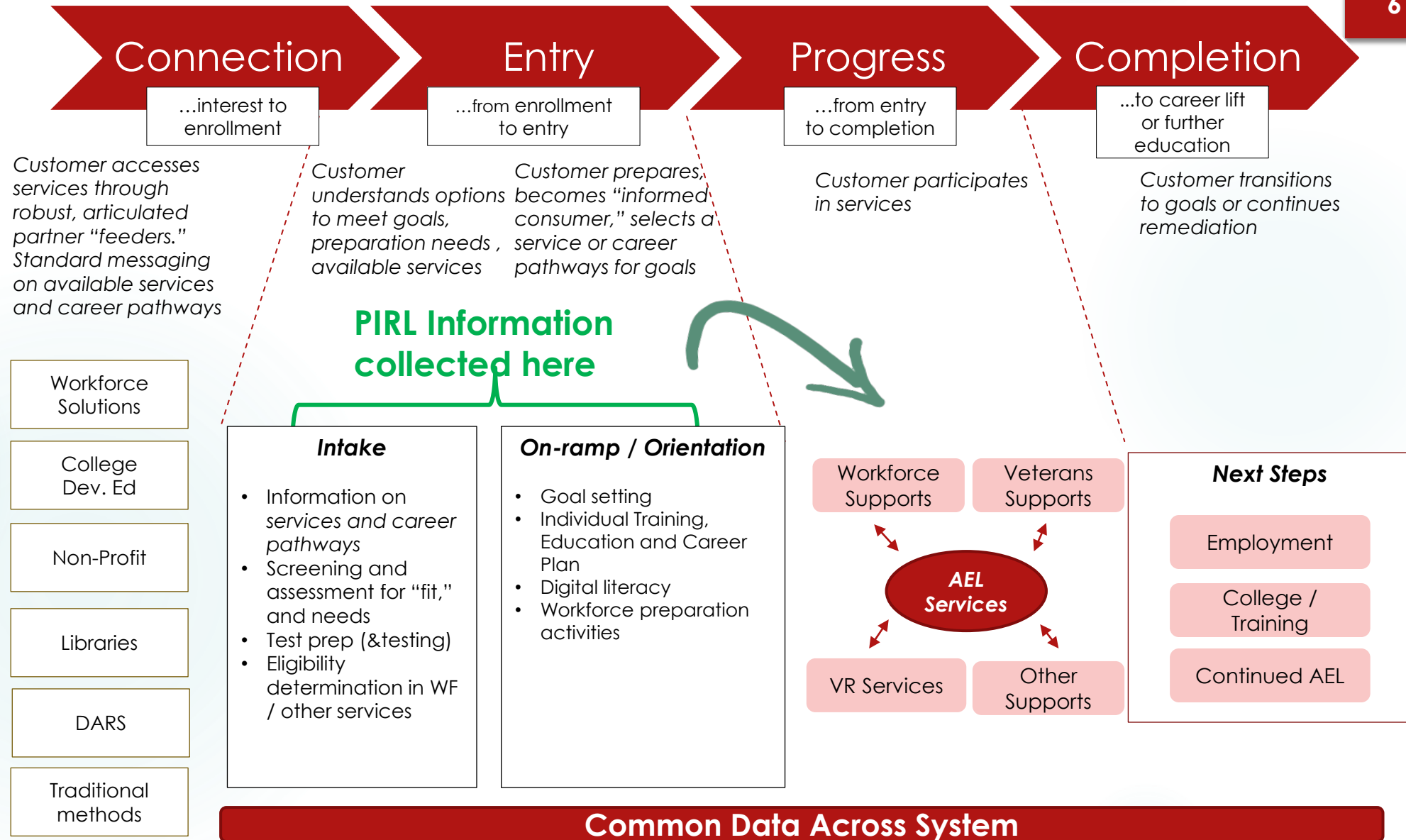- Integrated Digital Literacy, Financial Literacy, and Family Literacy
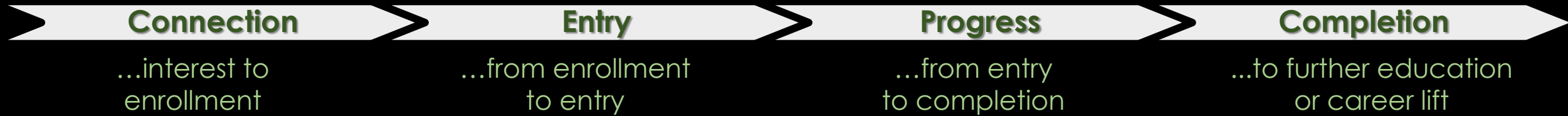
Student Centered Approach

- TWC

- WF Boards

Increased Opportunity

Employability

Educational Improvement

Self-Efficacy

- AEL Providers

- Community Partners

Student Experience

Connection → **Entry** → **Progress** → **Completion**

...interest to enrollment

...from enrollment to entry

...from entry to completion

...to career lift or further education

Customer accesses services through robust, articulated partner "feeders." Standard messaging on available services and career pathways

Customer understands options to meet goals, preparation needs , available services

Customer prepares, becomes "informed consumer," selects a service or career pathways for goals

Customer participates in services

Customer transitions to goals or continues remediation

PIRL Information collected here

Workforce Solutions

College Dev. Ed

Non-Profit

Libraries

DARS

Traditional methods

Intake

- Information on *services and career pathways*
- Screening and assessment for "fit," and needs
- Test prep (&testing)
- Eligibility determination in WF / other services

On-ramp / Orientation

- Goal setting
- Individual Training, Education and Career Plan
- Digital literacy
- Workforce preparation activities

Workforce Supports

Veterans Supports

AEL Services

VR Services

Other Supports

Next Steps

Employment

College / Training

Continued AEL

Common Data Across System

CUSTOMER EXPERIENCE
NO WRONG DOOR

Connection	Entry	Progress	Completion
...interest to enrollment	...from enrollment to entry	...from entry to completion	...to further education or career lift

Referral
- System Partners
- Employers
- College Dev Ed
- Non-Profits/CBOs
- ISDs
- Libraries
- Community

Comprehensive Assessment
Intake ⬥ Orientation ⬥ On-ramp

- ✓ Co-location
- ✓ Coordinated outreach
- ✓ All services orientation/introduction
- ✓ Integrated registration/eligibility forms
- ✓ Shared intake and testing
- ✓ Blended ITEC/IEP Plan
- ✓ Co-enrollment
- ✓ Leveraged case management

Wrap-around Services
Workforce	AEL

Customer

VR	Veteran

Next Steps
- Training
- College
- Employment
- Promotion

--- Common Data Across Workforce System ---

The Quality Programs

But Can One Solution Be "the Solution"?

Can there be such a thing as Quality Model when it comes to AEL and the unique populations we serve?

If not, where can we start? How do we begin to help the programs? And how do we get them to help themselves?

Viewing Quality Programs; Like Making Honey

Building a Quality Model for AEL Services

- INSTRUCTION
- Student Engagement
- Financial Management
- Student Outcomes / Success
- Data Management
- Program Evaluation
- Staffing
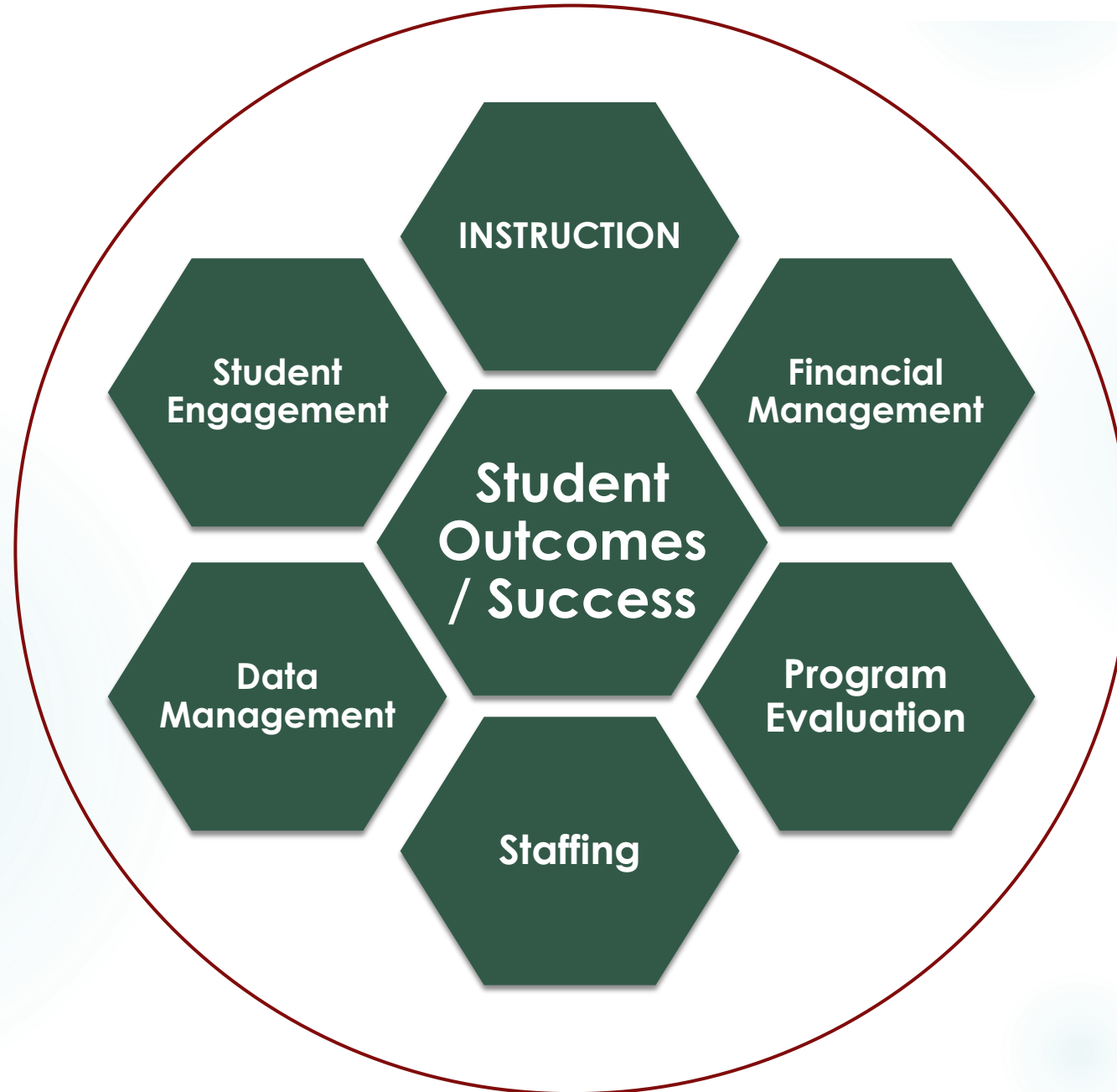
Instruction

- Aligned to Content Standards and Service Models
- Varied and accessible options for learning
- Instruction that supports participant goals

Panelist Question

What are some important instructional processes to implement for program success?

Financial Management

Effective Communication

Allocating $$ to program delivery

Reporting in CDER timely

Panelist Question

What advice, strategy, or procedure would you recommend for Grantees to ensure expenditures and reporting are accurate?

Program Evaluation

Consistent monitoring and program quality evaluation practices administered

Utilization of Standard Operating Procedures and Accountability

Continuous improvement process should be in place

Panelist Question

Please share how you follow up for quality program evaluation?

STAFFING

Staff with skills sets and experience which align to service needs.

Enough staff to meet program requirements and student outcomes.

Staff support to help successfully carry out their duties.

Expediate and flexible hiring practices.

Panelist Question

Please provide the group with strategies for maintaining appropriate staffing levels?

Things to consider when staffing up your program for success?

Data Management

Timely and accurate data Entry (SOP)

Regular monitoring of data

Data analysis for program performance and improvement

Panelist Question

What Data Management Process(s) do you have in place to manage the success of your program?

Student Engagement

Proper Assessment

Clear Pathways

Positive Experience

Tailored Instruction and Engagement

23

Panelist Question

How does your program keep students engaged or connected from intake through completion?
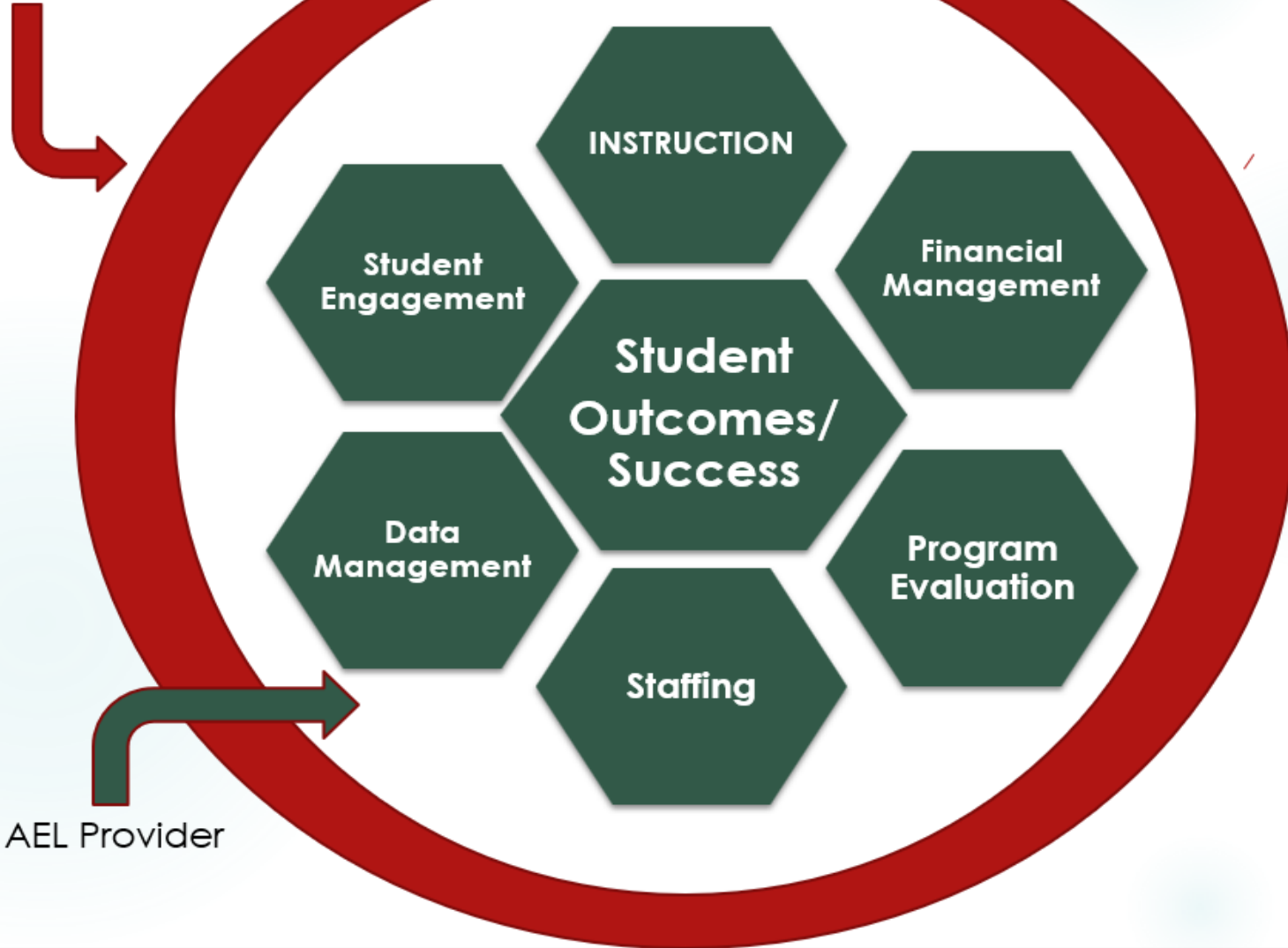
Panelist Question

What advice would you provide Grantees and Programs to help navigate through Internal and External misalignments?

Reminder for understanding your program!

YES! I can explain it.

I Might need More help.

How do you build a successful program?

- ▶ Give yourself some time

- ▶ Start with the data, policies, and guidance

- ▶ Create, Read, and Share SOPs – follow up often

- ▶ Read and Understand AEL Contract requirements

- ▶ Have regular meetings with staff – weekly core team/monthly staff

- ▶ Collaborate and reach out to other programs –peer sharing

- ▶ Go over the detailed project plan with team – foster awareness

- ▶ Use tools, desk aids, and checklists created

- ▶ Ensure Expenditures and Fiscal review often to avoid spending issues and disallowed costs

- ▶ Work to build capacity concerning the program with all staff

How long does successful implementation take?

How far off is a provider
from having all
the necessary
things in place?
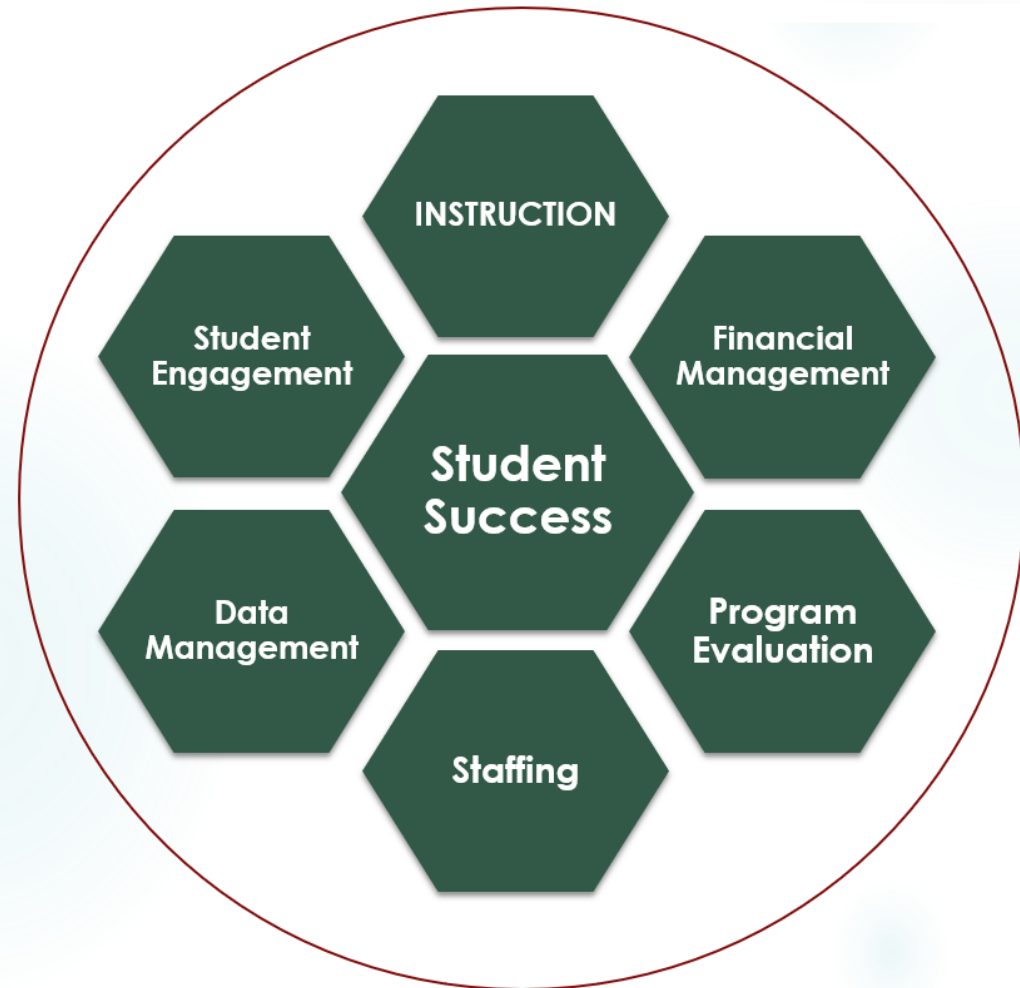
How are improvements made?

- ▶ Give yourself time.
- ▶ Set realistic goals and expectations.
- ▶ Open and transparent communication.
- ▶ Buy-In and support from all levels of the organization.
- ▶ Strategies that can be executed, evaluated, and adjusted.
- ▶ Openness to change.
- ▶ Creating sustainability.
- ▶ Tackling things in a manageable way.

Questions or Assistance Contact

AEL Technical Assistance (all questions Program and Fiscal) **AELTA@TWC.Texas.Gov**

AEL Contracts (all deliverables and budget adjustments) **AELContracts@TWC.Texas.Gov**

TEAMS Technical Assistance (all TEAMS related questions) **TEAMS.TechnicalAssistance@TWC.Texas.Gov**

TxCHSE - HSE Vouchers (all HSE voucher questions) **TWC.TxCHSE@TWC.Texas.Gov**

Final Thoughts and Questions?

THANKS
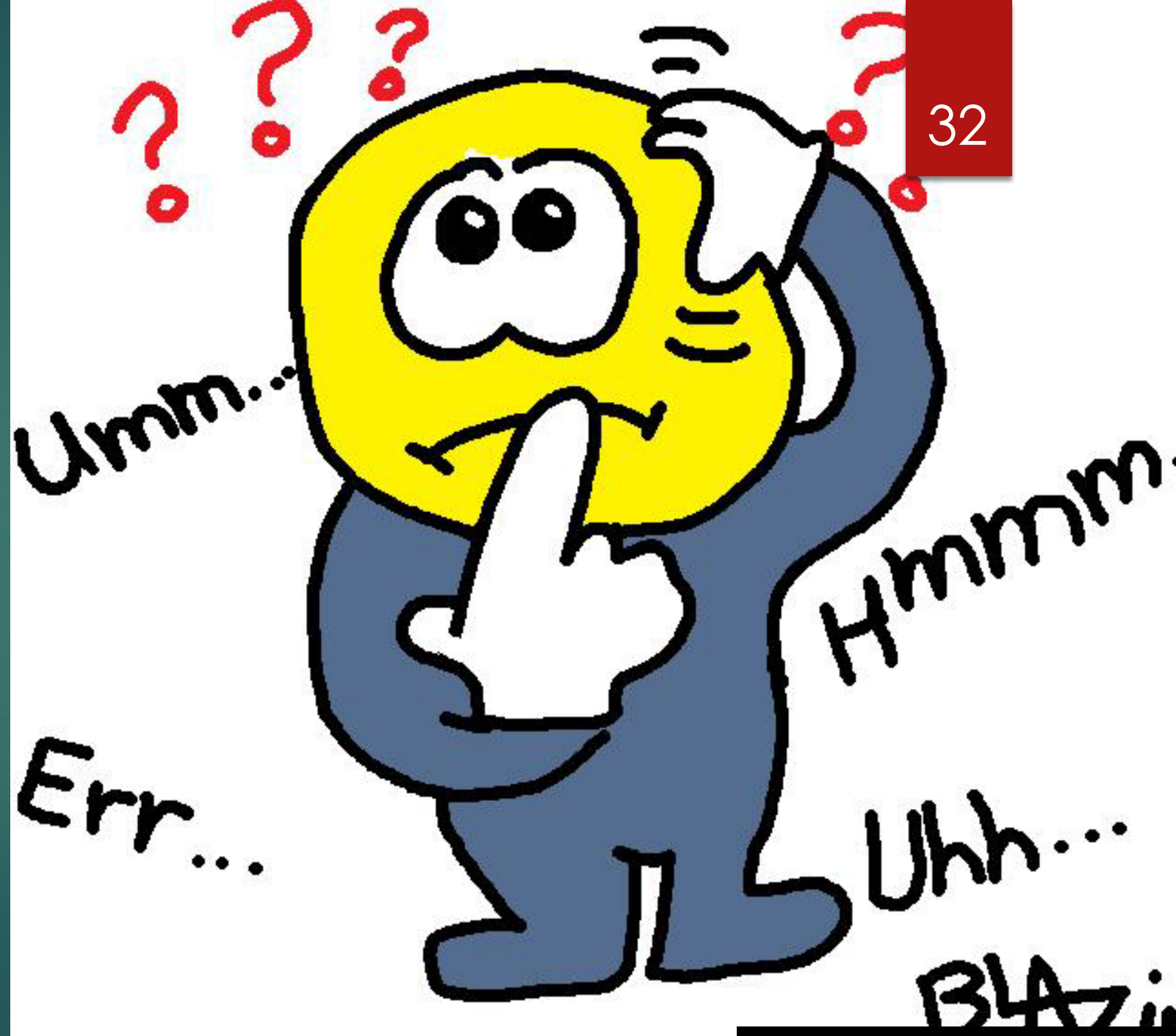
Veronica Moore – TWC AEL Program Specialist veronica.moore@twc.texas.gov

Dr. Glenda Rose – Community Action Inc. Director grose@communityaction.com

Whitney Patterson – PAVE of East Texas Executive Director wpatterson@lcotyler.org

Sandra Cortez – Laredo College Dean of Community Education sandra.cortez@laredo.edu

Ricardo Rivera – Brownsville ISD Director ririvera@bisd.us

TWC AEL Questions – aelta@twc.texas.gov