July 13, 2023

Dear Colleague:

The Department of Labor Employment and Training Administration's Office of Workforce Investment (OWI) is pleased to announce the launch of the virtual Aligned Case Management Institute: Advancing the Effort Together (ACM Institute).

As the pandemic further highlighted the need for customer-centric, holistic methods of delivering services, it also brought forth additional technologies that can bring states closer to that goal. Through funding provided by the United States Department of Labor Employment & Training Administration (USDOL ETA), NASWA's Workforce Information Technology Support Center (Workforce ITSC) will be providing support for states to identify opportunities for improvement in their case management systems by better understanding the first-hand experience of job seekers and case managers.

The goal of the Aligned Case Management Institute is to offer continued support for states pursuing holistic service delivery by providing a replicable framework and an on-demand toolkit of resources that reflects the shared case management needs of the public workforce system. This will better equip states to implement aligned case management approaches that improve customer experience and are powered by more interoperable data and technology.

The project aims to explore the future state of the workforce development network and the key elements that will enable the ecosystem to scale service delivery and enhance the value it delivers to its customers.

The ACM Institute will consist of facilitated virtual sessions, launching in September 2023. This series will include:

1) Project Welcome & Orientation Session  
2) Current State Session  
3) Ideation Session  
4) Rapid Prototyping Session  
5) State-Specific Prototype Action Planning

Following completion of the ACM Institute, Workforce ITSC will work to create a Toolkit as a key deliverable for the initiative. By design, final Toolkit materials will be driven by the work of the ACM Institute itself and include items such as (but not necessarily be limited to):

- Problem Statement, Ideal Vision and Can-Be ACM Report  
- State projects roster and contact information – Community of Practice  
- Related e-Learning and technology training opportunities  
- Human-centered design and user experience training and tools  
- Templates/models/checklists (i.e., for procurement, data sharing, data governance, etc.)  
- Replicable strategy for improving case management systems
We invite you to join us in this exciting project and share your expertise and knowledge. Your participation will help us to develop best-of-breed future solutions that can improve system performance and enhance the value it delivers for every customer.

DOL will host a virtual information session about this Institute on July 28, 2023, 3:00 p.m. ET to 4:00 p.m. ET. During this session, we will provide additional details about the ACM Institute as well as answer any questions you may have. Institute nominations must be received no later than August 11, 2023, 5:00 p.m. ET.

If you have any questions or need more information about this Institute, please contact witsc@naswa.org.

Sincerely,

Tiffany Smith
Enterprise Program Advisor, Office of Workforce Investment
Employment & Training Administration
U.S. Department of Labor

Attachment: ACM Institute Self-Nomination Information
Institute Overview

The U.S. Department of Labor Employment and Training Administration’s Office of Workforce Investment (OWI) and the National Association of State Workforce Agency’s Workforce Information Technology Support Center (WITSC) is pleased to present the Aligned Case Management (ACM) Institute: Advancing the Effort Together. This multi-phase project is designed to provide selected state teams with support to explore, design, test, implement, or scale state-level approaches to improve case management systems and processes.

The ACM Institute specifically aims to provide support for states in their pursuit of achieving greater alignment in their case management systems. This initiative is intended to facilitate a more holistic approach to service delivery and improved customer experience within the workforce system and its partners through a human-centered design lens.

Broadly, the ACM Institute's objectives are to help increase state capacity to:

- Tackle common data dilemmas (e.g., resource, service, and people information exchange capacity, governance capacity, ethical management of data collection and use).
- Leverage existing work (e.g., models, methods, standards, etc.) of information exchange and case management systems.
- Define the primary information exchange components for aligned case management systems.
- Identify desired approaches, models, functionality, and data elements shared across program partners and consider best-fits based on business case.
- Develop relationships, processes, policies, standards, and APIs for facilitating interoperability.
- Apply modern approaches to solution implementation (e.g., manage execution risk by focusing on business value; reduce reliance on system integration and implementation vendors for managing the system; deploy innovations outside of the core system; roll out new technical functionality early and often; control cost through strategic choices like minimizing scope, examining sources of reuse unpacking and examining overhead costs, using emerging technology solutions, unbundling design and development requirements); and
- Implement human-centered case management processes and solutions that are frictionless and scalable.

The ACM Institute will allow participating states to convene, gain exposure to knowledge and ideas, work collaboratively on shared challenges, and receive ongoing consultation and technical support as each state works toward system-level change.
Structure and Timeline of the ACM Institute

The Institute is a dynamic, team-oriented process that encourages active participation in order to devise strategies and solutions to the complex issues facing aligned case management. The Institute will consist of four virtual convenings and at least one internal state-specific convening as led by a facilitator. We estimate there will be up to 12 to 15 hours of ‘classroom’ time plus up to 15 hours of individualized state activities. During convenings, teams will:

- Work with their members to explore issues and solutions in-depth.
- Engage in cross-team exchanges to share information.
- Receive TA coaching support and expert consultations and learning.

A robust Institute brings together a diversity of experiences. Therefore, we strongly encourage all WIOA partners to be part of the state team, whether they are exploring, designing, implementing, or scaling strategies to support an aligned case management system. We also strongly encourage states to include IT, procurement and front-line staff liaisons and union representatives (if applicable).

Anticipated ACM Institute Timeline

**Self-nomination opens**  
July 13, 2023

**ACM Institute information session**  
July 28, 2023, 3:00 p.m. – 4:00 p.m. ET

**Self-nomination closes**  
August 11, 2023

**Cohort selection and announcement**  
September 1, 2023

**Virtual Convenings**

- **Project Welcome and Orientation Session**  
  September 19, 2023
- **Current State Session**  
  October 5, 2023
- **Ideation Session**  
  October 12, 2023
- **Rapid Prototyping Session**  
  October 26, 2023
- **State-Specific Prototyping Action Planning**  
  Begins week of November 6, 2023

**Draft Online Toolkit**  
Ongoing

**Publish toolkit and additional resources**  
August 2024

Nominations will be reviewed by a panel of DOL and WITSC staff. Lead state workforce agencies will be notified of selection decisions by September 1, 2023. Up to 10 states will be selected to participate.

Following the convenings, Workforce ITSC will create a project Toolkit driven by the work of the Institute itself. The Toolkit may include items such as a Community of Practice, which would include a state projects roster and contact information, promising practices, and case management models.
Self-Nomination Due Date

Self-nominations will be accepted until August 11, 2023, 5:00 p.m. ET. Submit responses in a Microsoft Word or PDF document, along with the letters of interest and commitment, via email to witsc@naswa.org. Responses are required for all questions. The U.S. Department of Labor will host a virtual information session about the ACM Institute on July 28, 2023, at 3:00 p.m. ET. During this session, we will provide additional details about the ACM Institute and answer any questions. Registration for the webinar will be posted on WorkforceGPS.

Self-Nomination Requirements

Every self-nomination must include the following:

- A signed letter of interest and commitment from the leading organization's executive director or equivalent addressed to Tiffany Smith, Enterprise Program Advisor, Office of Workforce Investment, U.S. Department of Labor.
- Signed letters of commitment from all partners that will be participating addressed to Tiffany Smith, Enterprise Program Advisor, Office of Workforce Investment, U.S. Department of Labor.
- The name of the person who will lead the state’s ACM Institute efforts, along with their title, organization, office address, phone number, and email address.
- The names, titles, agencies, and email addresses of other planned ACM Institute team members. It is strongly encouraged to include team members across WIOA programs/agencies.

How to Self-Nominate

Submit responses to the following questions in a Microsoft Word or PDF document, along with the letters of interest and commitment, via email to witsc@naswa.org. Responses are required for all questions.

1. **Letter of Interest and Commitment from the Leading Organization's Executive Director or Equivalent**
   This letter should not exceed two pages.

   Please submit a letter of interest and commitment from the executive director or equivalent of the leading organization that will spearhead efforts. The letter should demonstrate a full commitment to participate in the Institute's activities and timeline, including the four virtual convenings and internal state convenings.

2. **Letter(s) of Interest and Commitment from Partnering Organizations**
   Each letter should not exceed two pages.
Please submit letters of interest and commitment from all partners that will be participating in the ACM Institute. Each letter should demonstrate the partner's full commitment to participate in the Institute's activities and its timeline, including the four virtual convenings and internal state convenings. Partners may include other WIOA Title partners, as well as partners from the human services realm, such as TANF, SNAP and Medicaid.

3. **State Description**
   Response for this section should not exceed two pages.

   The purpose of this section is to provide a description of the state’s current state of alignment. Responses must include information from participating partners.

   • Provide a brief explanation on the diversity of types of case management systems used within the state.
   • Detail known gaps in customer experience or implementation capacity.
   • Summary of existing related project(s) in process or new project(s) your state is interested in starting.