



Memorandum

Employment Training Panel

To: Panel Members

Date: September 27, 2024

From: Ilya Launitz, Workforce Literacy Lead

Subject: ETP Workforce Literacy Pilot Program – Action Item

I. Brief Issue Statement:

The Workforce Literacy Pilot Program contract holders face challenges affecting performance, including demand for literacy classes, logistical issues, limited employee data access, and competing priorities like basic job skills and industry-specific training. To improve program effectiveness, ETP is considering revising the guidelines to better meet intended goals and outcomes.

II. Background Information:

The Workforce Literacy Pilot Program projects have now reached just over a year into their contracts. In response to stakeholder feedback during the May 2024 Panel, ETP Staff were asked to provide an update on the program's progress. To gather necessary insights, a survey was conducted with stakeholders to identify the key challenges faced in implementing the Pilot program.

The analysis of survey responses identified several critical areas affecting the program's effectiveness and overall performance, including:

- Performance Barriers
- Implementation Delays
- Digital Literacy Curriculum

These challenges were identified as having a significant impact on the success and outcomes of the program.

III. Recommendations:

ETP staff recommend the Panel vote to approve the proposed changes, from yesterday's September Policy Committee meeting, to the Workforce Literacy Pilot Program:

1. Contract Term Extension:

- **Current Requirement:** Contracts are two year terms with a start date the proposal was approved.
- **Proposed Change:** Extend the contract term for all Workforce Literacy Pilot Program contracts to end on June 30, 2026.
- **Impact:** Literacy contractors will have additional time to successfully complete their training programs. ETP will still have one year from the new end date to fully expend funds, including any recuperation and redistribution of funds.

2. Change to English Literacy Focus:

- **Current Requirement:** All literacy programs require a significant portion of the literacy training to include English literacy.
- **Proposed Change:** Remove the requirement to dedicate a significant portion of literacy skills to English literacy from the Workforce Literacy Pilot Program.
- **Impact:** This change removes the requirement for English literacy and thereby allows literacy programs to focus on whichever type of literacy training employers need.

3. Change to Full-Time Employment Definition:

- **Current Requirement:** Full-time employment for this program is defined as 35 hours per week.
- **Proposed Change:** Redefine full-time employment as 28 hours per week for the Workforce Literacy Pilot Program.
- **Impact:** This change would expand the eligible trainee population for literacy training under this program.

4. Alignment of Trainer-to-Trainee Ratios:

- **Current Requirement:** The trainer-to-trainee ratio for new-hire training is 1:15.
- **Proposed Change:** Increase ratio for new-hire trainees to 1:20 for the Workforce Literacy Pilot Program.
- **Impact:** This change aligns the new-hire training ratio with the existing incumbent training ratio.