



CSW
Corporation for a
Skilled Workforce

Good Jobs. Thriving Communities.

Strategic Service Delivery Meeting

Workforce Center Food for Thought

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Corporation for a Skilled Workforce



Corporation for a Skilled Workforce

- CSW catalyzes nationwide transformative change in education, economic, and workforce development through research and action.
- CSW is dedicated to reimagining work and learning as a means to increasing economic opportunity and sustainable prosperity for vulnerable people, companies, and communities.
- Website: www.skilledwork.org



One-Stop Reflections

- What this is not:
 - A rule book
 - Coverage of all the One-Stops in the country
- What this is:
 - Observations of working in many states over many years at the policy and operational level of One-Stops – leading into WIOA



Setting Goals

- Gulf Coast, Texas
 - [The Gulf Coast Workforce Board: Strategic Plan 2014-2018 For the Regional Workforce System](#)
- CAWIB Slingshot
 - [Project Slingshot: Accelerating Income Mobility through Regional Collaboration](#)



Standards for One-Stops

- South Carolina
 - [South Carolina One-Stop Certification System Standards for Employer Services](#)

Using Technology and Social Media

- Delaware County, PA
- Social Media for One-Stop Career Center Frontline Staff: Supporting Job Search and Improving Customer Service
 - By Michele Martin, Savannah Barnet, and Robb C, Sewell
 - John J. Heldrich Center for Workforce Development
- Social Networking for Workforce Professionals: A Primer
 - *John J. Heldrich Center*
 - *An overview of LinkedIn, Facebook, and Twitter, and offers a glimpse of other popular social media tools.*



Connections to Credentialing

- Virginia
- Oregon
- Kentucky
- Scaling “Stackable Credentials” Implications for Implementation and Policy - CLASP



Connections to Career Pathways

■ Elevate Virginia

- Focuses state and local leadership on regional labor demands and then engages the training capacity of partners to get Virginia's citizens prepared for high-skilled, high-wage jobs
- Partners at the table: school divisions, community colleges, WIBS, the Virginia Employment Commission, one stop career centers, job developers, career coaches, CBOs, and supportive services



Connections to Sector Strategies

- New York City: Sector Focused Career Centers- Healthcare and Industrial and Transportation
 - Help unemployed and low-income individuals access quality job opportunities in specific sectors
 - Matches job seekers and employers through recruitment expertise, industry knowledge, and skill building workshops
- NYC Center for Economic Opportunity Independent Evaluation
 - [Sector-Focused Career Centers Evaluation: Effects on Employment and Earning After One Year](#)



Youth Services

- Los Angeles
 - LA Unified School District & Economic and Workforce Development Department
 - [YouthSource Centers](#)
- Boston
 - Boston Private Industry Council
 - [Youth Transitions Task Force](#)



First Contact with Staff

- Greeter – Coeur d’Alene, Idaho
- Swipe Cards
- Staff uniforms – East Baltimore
- Center signage - MI



Reception Area

- Wait time – DC, physical appearance
- What to do while waiting – Lehigh Valley, child care
- Running loops of video – services, LMI, education opportunities, ABE, other partners
- Rest rooms – best sign of caring



Referrals

- ABE – Baltimore County – link to CCs and presence in centers – note old model of non-enrollment
- Voc. Rehab – WV story; CAWIB combined plan progress; WIIFM
- Pre-employment skills – Lancaster County, PA
- Support Services – clothing closets in many centers, bus passes in SF one-stops, childcare in Lehigh Valley, homeless services in DC



Short Term Vocational Training

- Computer literacy – Lancaster, MS certification – first level
- WorkKeys – Huntington, WV remediation center
- Attendance requirements at training – meeting industry standards – Strive model
- In center or distributed – Lancaster vs. Northern Tier PA



Follow-Up

- A performance function or a management function
 - Broward County, FL vs. most others
 - Case managers responsibility or dedicated function?
- New element in career pathways
 - How can you handle it?



Employer Services

Assessing Employer Needs

- Sector Strategies – will appear a lot – SETCO
- Focus groups – Philly
- Real time LMI – validated by employers – NC
- Feedback from employer outreach reps
- Surveys – San Diego
- Partners cumulative data – Henry Ford, WIN
- Association connections - Chicago



Unified Employer Outreach

- Single point of contact for multiple programs – Martinsburg, WV
- Partners agreement – Philly
- College Connections – Pellissippi State
- Outreach for multiple purposes – beyond employment – Baltimore
- Foundation Support - NFWS



Employers as Partners

- Aramark – Philly
- Fit with key sectors and demographics of center job seekers – AZ Solar
- The Source – post placement services- Grand Rapids, MI
- Chamber as WIB – DC
- Education Reform – Boston Compact



Thank you!

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