

WORKFORCE DEVELOPMENT CONSULTING AND OPERATIONS

Case Studies

Client Case: New York City Economic Development Corporation

PCG was contracted to conduct a workforce development mapping initiative by the New York City Economic Development Corporation (EDC). The purpose of the project was to create a comprehensive inventory of the services, funding sources, and other programmatic elements of the publicly-funded workforce services available in New York City. In addition, PCG provided more than two dozen recommendations to help the City to adopt a more coordinated workforce system that focused on the needs of employers and job seekers, while also promoting data-driven policymaking to align the system with local economic and industry needs. The work was accomplished through extensive staff interviews, data collection from City agencies, and research of best practices in other states and cities. For this project, PCG created a functional, user-friendly data base to collect relevant data on workforce development programs managed by more than 12 City agencies. Our team facilitated the data collection process, validated the data, and maintained all information in an organized database that was shared with the City throughout the engagement.

Client Case: County of San Diego, CA

PCG provides CalWORKs Welfare-to Work / Refugee Employment Services and Child Care Payment Services for the County of San Diego Health and Human Services Agency. Our program delivers effective, efficient, and professional employment services to customers who must prepare to become self-sufficient. This is made possible through our grounded approach in data-driven management principles and data analytics of historical and on-going practices to improve service delivery and attain operational efficiencies.

As a leading U.S. consulting firm for the federal Temporary Assistance for Needy Families (TANF) program, PCG has studied, designed, evaluated, and operated state and county TANF work programs, aiming to achieve both short-term gains and longer-term client success. Among the innovative tenets of our service delivery model is a strong focus on developing the demand side of the employment equation to understand and meet the hiring needs of employers and establish a pipeline of available quality paying jobs. PCG also cultivates a comprehensive set of local community partners such as employment and training providers, adult learning programs, language proficiency programs, financial counselors, and commerce/economic development organizations that we deem essential to the success of our employment services efforts.

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Better manage the effectiveness of your One-stop career center operation. Prepare your local workforce system to improve performance and serve more customers with less funding resources. Determine the most efficient allocation of program resources without compromising good customer service. Public Consulting Group (PCG) can help.

PCG's combination of innovative direct service administration and management consulting offers value-driven solutions to help state and local Workforce Investment Boards, WIA One-stop career centers, and TANF Welfare-to-Work agencies to improve employment and workforce development programs through program design services, resource alignment strategies, business process consulting, and outsourced program operations.

Results-Driven Services

PCG helps public sector organizations, including employment and workforce development agencies, to reach their performance potential, attain needed resources, and achieve both numerical and qualitative performance measures. Our services help to improve program methods and outcomes, and include

- Program design and development
- Staff capacity building
- Workforce development alignment strategies with economic development, higher education, and social services
- Employment services operations that use industry-leading, data-driven management principles and focus on job seekers and local employers
- Cost sharing and allocation methods that leverage additional federal program funding

Our goal is to provide valuable and meaningful deliverables, measurable outcomes, and to provide the highest level of satisfaction to our client organizations. PCG's practical experience across the employment and workforce development continuum – from designing programs to analyzing program performance and managing fully outsourced service operations – ensures that our solutions are distinctly tailored to your system.

Program Design and Development

PCG helps employment and workforce development agencies to design effective, integrated, and efficient work programs that help customers achieve sustained employment and maintain self-sufficiency.

Our program design services integrate a number of features into each program design, as applicable:

- Best practices from other states/jurisdictions;
- State and federal regulatory citations to support program changes and adherence to new requirements;
- Trend analysis and future performance projections from extracted program data;
- New revenue sources identification, including Department of Labor (DOL) grants, TANF maintenance of effort (MOE) funding, and other leveraged resources;
- Fiscal impact analysis of recommended policy/program changes;
- Policy briefs describing key elements of new program designs;
- A comprehensive report detailing policy options, fiscal analysis, and programmatic best practices.

Staff Capacity Building

Under ongoing fiscal constraints, states continue to have limited capacity to train staff members on how to meet the complex requirements of the federal funding streams that support essential workforce development services. PCG has designed a capacity building program to help state and local staff members better understand the requirements for using Workforce Investment Act (WIA) funds such as financial management, cost-allocation plans, indirect costs, time sheet reporting, leveraging resources, WIA eligibility, and proposal response best practices. Our custom-designed curriculum and day-long facilitated session have helped our clients to better compete for WIA dollars and strengthen their services for jobseekers and businesses, alike.

Resource Alignment Strategies

Public funding for workforce development programs is in a period of decline, impacting public programs that serve job seekers, employers, and regional economic interests. PCG is a leading developer of tangible strategies that align multiple organizations in a fully collaborative environment. Organizational entities include

- WIA One-stop career centers
- Economic development organizations and chambers of commerce
- Community colleges and other higher education institutions
- Mental health and drug and alcohol programs
- Refugee organizations
- Community-based social services organizations

Case Management

PCG offers flexible, innovative, and creative management of one-stop and Welfare-to-Work operations across the country, continuously ensuring compliance and progress toward meeting project performance measures. Our team has continuously developed and implemented innovative tools to meet the changing needs of our operations engagements, using performance-driven technology, developing supplemental data collection and case management systems, and implementing innovative business processes to maximize human capital and manage workflow.

Our team uses a comprehensive, integrated set of services to strengthen state and local workforce systems, ensuring that services are aligned to meet the needs of jobseekers and employers, while maintaining compliance with federal, state, and local regulations, including

- Informative client assessments to identify strengths as well as barriers to employment;
- Employment advising;
- Job readiness and/or preparedness classes;
- Job search assistance;
- Assistance in identifying necessary adjunct services;
- Management of supportive services, including child care and transportation; and
- Business services to engage more local employers in the public workforce development system.

