

*Building a
Twenty-First Century
Workforce System*

**Creating and
Implementing a
New Workforce
System Vision**

*Realigning, Reinventing,
Responding*

A Twenty-First Century Workforce System

**Creating and Implementing a
New Workforce System Vision**

Realigning, Reinventing, Responding

Purposes...

1. Scan the environment and identify key change dynamics leading to a new workforce system vision.
2. Examine ten national trends changing the business model of the workforce system and centers.
3. Discuss the importance of shifting to demand-driven, skill-focused integrated service delivery.
4. Leave with ideas to re-envision, re-engineer, and redesign.

Change Imperatives

- Respond to Demand and Workforce Crisis
- Cope with Limited Resources
- Reinvent Services and Delivery
- Redefine and Improve Results

Environmental Scan: Workforce System Trends

1. Redefining mission
2. Responding to demand
3. Creating a workforce system



4. Shifting to a skill-based system



5. Increasing impact, reducing costs
6. Serving more customers
7. Changing service delivery paradigms
8. Integrating service delivery
9. Developing and certifying skills
10. Redefining accountability

Shift: Skills First and Forever!

- Demand: “Qualified” Workers
- A “Skill-Match” Economy
- Jobs Come and Go; Skills Stay
- A “Skill Security” System

Ultimate “Business Services”:

- Job Seeker Preparation
- Workforce Improvement
- Skill Connection

Ten Operational Trends

1. Serve more, more intensely
2. Simplify processes
3. Services, not programs
4. Integrate services and customers
5. Shift from just “work first”
6. Increase number in “training”
7. Increase initial assessment
8. Develop skills at intensive
9. Use skills to make job referrals
10. Redefine “case management”

Integrated Services

What is Service Integration? “One”!

- Unified purposes, goals, and policies
- Unified performance metrics
- Customers, not program participants
- Programs invisible to customers
- Silo programs managed back-of-house
- Organized by service, not by program
- Unified staffing of customer flow
- Program does not determine duties
- Leadership, supervision by function

Beyond Co-location and Partnership!

Service Integration Progression



Changing service paradigms

- Move from rigid, inverted triangle: self-service to group to 1-on-1 (with fewer at each service level)
- Move to flexible, service wheel: start with right method for customer
- Move from rigid, inverted triangle: core to intensive to training (with fewer at each level)
- Move to flexible, service wheel: sometimes, intensive/training first

Reinventing core services

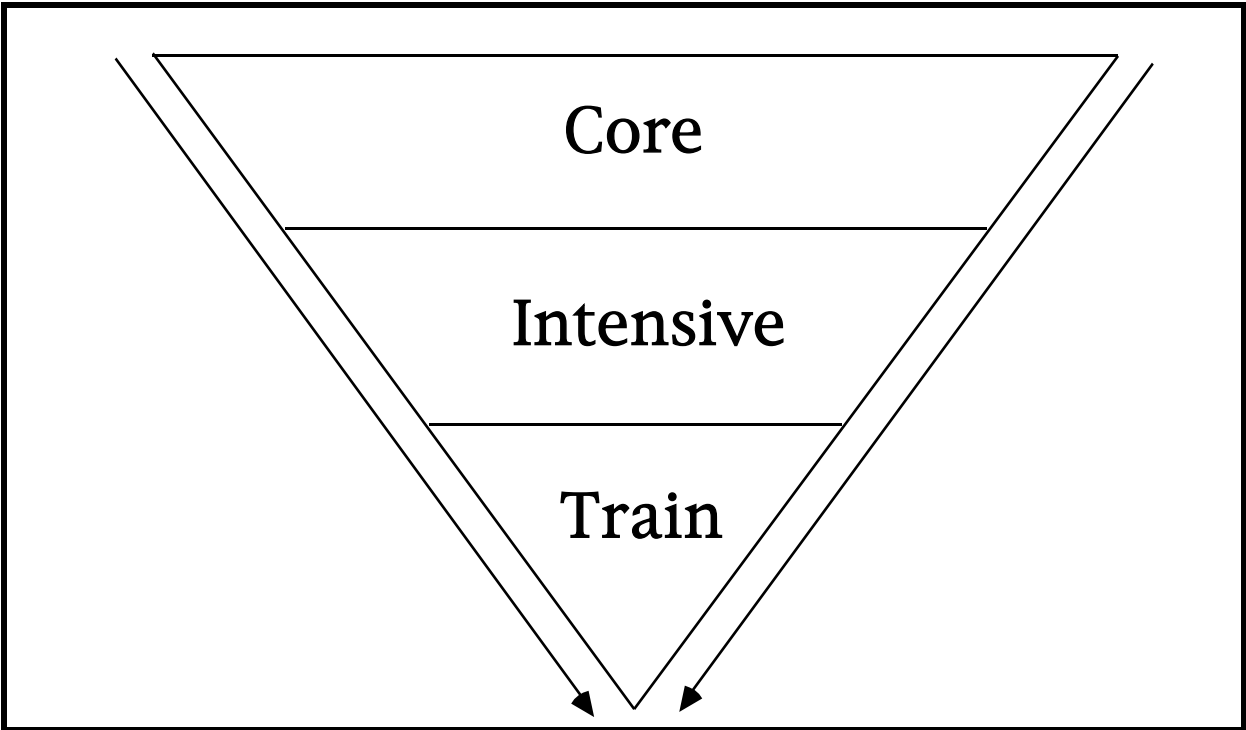
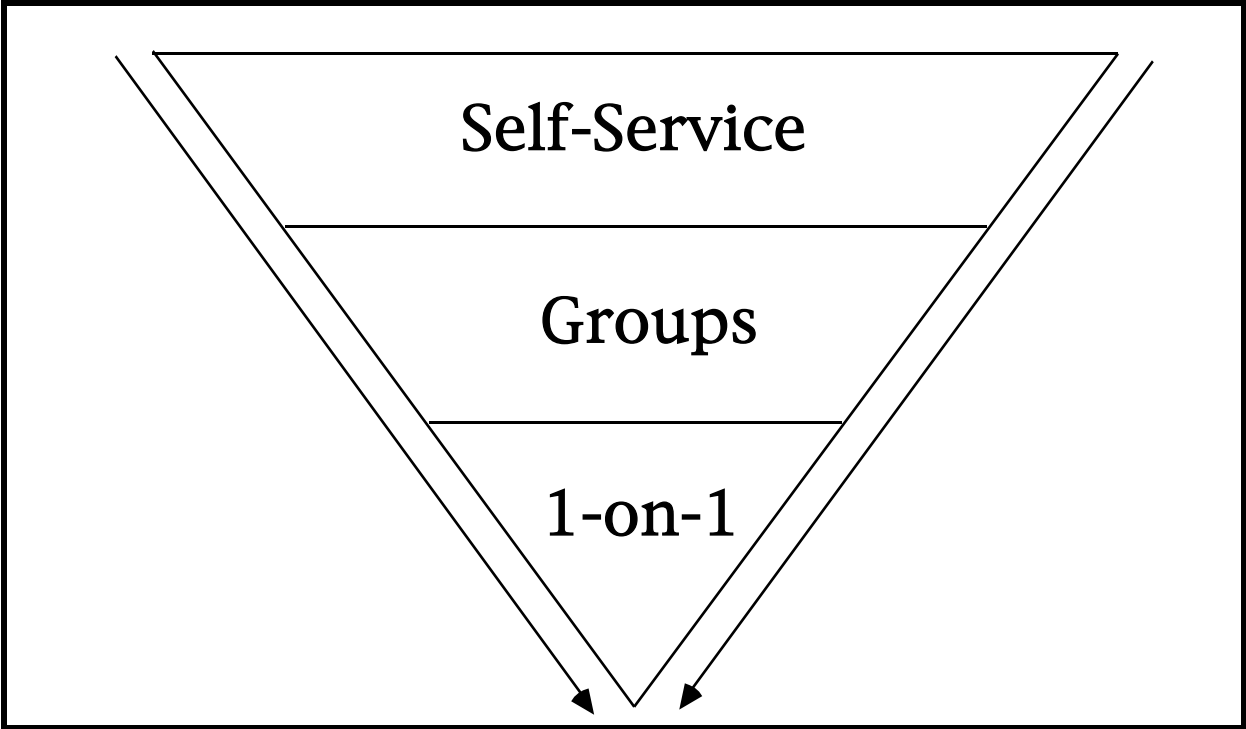
- Initial assessment is first step
- Career planning, not just job getting
- Resource rooms beyond job getting
- Skill assessment before job referral
- Respond to job application processes

ALL
Customers Need
an Opportunity to:

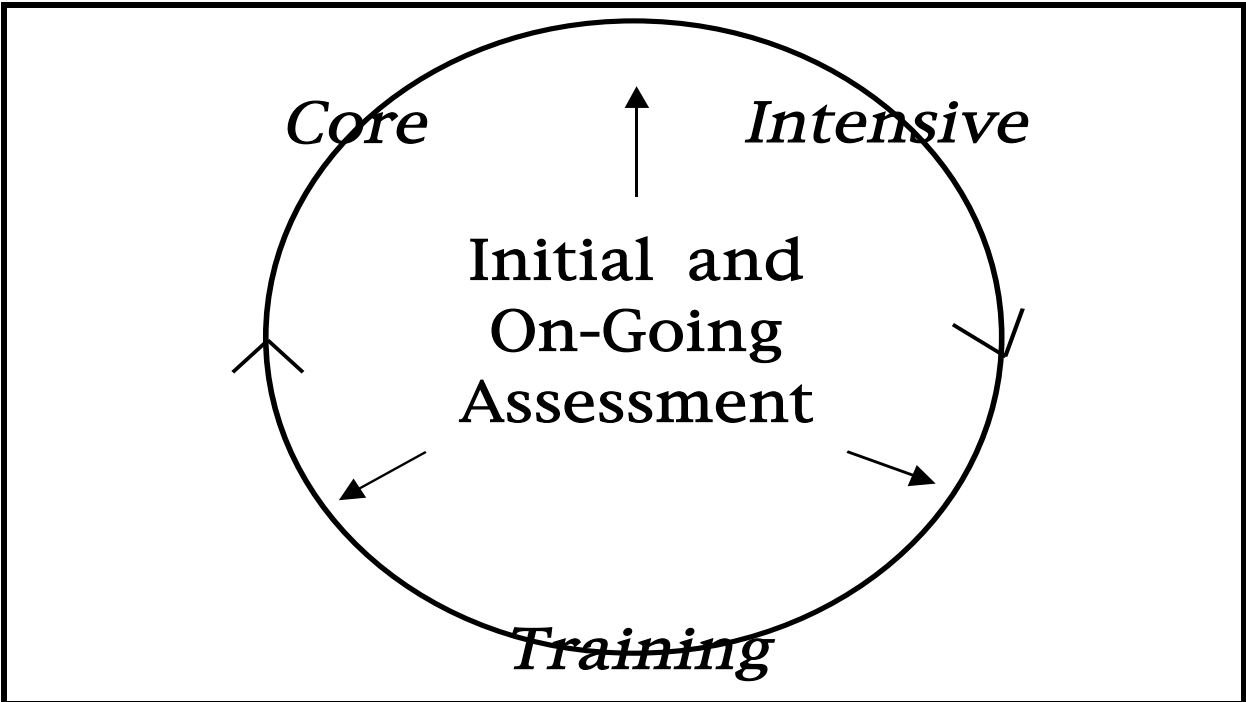
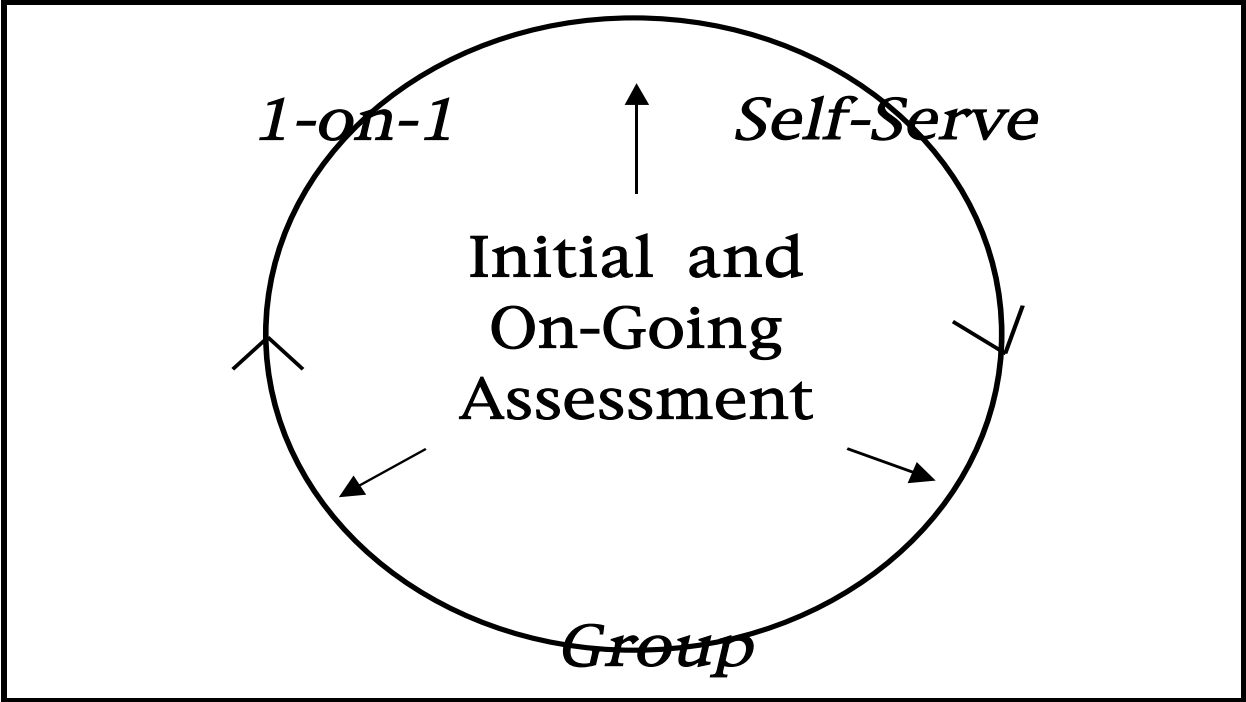
- Know Their Skills**
- Develop Their Skills**
- Get Best Job Possible
with Their Skills**

***Every Customer Leaves
a Better Job Candidate***

The 1990's Service Paradigm



The Emerging Service Paradigm



Customer Flow: Skill-Based One-Stop

Welcome



Data Collection



Initial Skills Assessment



Career Counseling and Promotion



Skill Develop



Job Getting

- *Comp Assess*

- *Job Search*

- *Skills/Training*

- *Job Assess*

- *Credentials*

- *Job Referral*

(Resource Area: Jobs and Skills)

Best Bets: Realign, Reinvent, and Respond!

Meet Your Seminar Leader...

Greg Newton has provided training and consultation services to the workforce system since 1981, and has provided services in all fifty states, to over 284,000 participants, and in over 300 local Workforce Investment Areas.

As the principal of Greg Newton Associates, he has helped local areas and boards build one-stop partnerships, develop effective and satisfying one-stop centers, strengthen work-force investment boards, create and offer effective business services linked to economic development, and provided workforce leaders with positioning advice to respond to changing environments.

He has an undergraduate degree in marketing from Ohio University and a Masters in Public Administration from the Kennedy School, Harvard University. You can learn more about Greg and his Associates at www.GregNewtonAssociates.com.