Workforce Benchmarking Network National Survey

NJHSA Workforce Executives Affinity Group

October 10, 2019

Thanks for Having Us!

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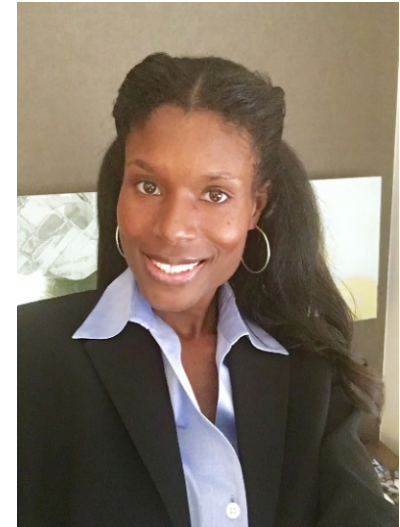
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NJHSA and the Workforce Benchmarking Network

Focus Question:

Should we make information about the national Workforce Benchmarking survey available to relevant NJHSA members (and encourage their participation)?

- *What would be the added value?*

- *What engagement approach would be best?*

Prior/Current Involvement in Benchmarking Activities:

- Atlanta
- Boston
- Columbus
- Dallas
- Denver
- Minneapolis / St. Paul
- New York
- Philadelphia
- San Francisco

So What **IS** the Workforce Benchmarking Survey? Briefly….

- ✓ **Aggregate info on a program's participants, services and results**

- ✓ Confidential, interactive **"apples to apples" comparison reports**

- ✓ More general information on **how workforce services are currently being provided in the field**, e.g., business services

- ✓ The basis for a **virtual learning community** in the field

Benefits to Organizations and Local Systems

- ✓ **Target areas for improvement** within programs and systems

- ✓ **Tell a more complete story** about your work and its results

- ✓ Understand ways to **strengthen data collection and use**

- ✓ **Learn from peers** in the field to **inform program design**

Who Is CSW?

National organization working with DOL, states, community colleges, cities, and communities in a number of ways.

We reimagine workforce solutions to help workers, employers, and communities thrive.

Create custom tools

Design and deliver technical assistance

Measure workforce data to analyze opportunities and evaluate progress

Connect partners when collaboration is vital

Workforce Benchmarking Network OVERALL GOALS

Better results for *Job Seekers, Employers,* and *Communities* through:

- ✓ Ensuring quality data is available about services and outcomes

- ✓ Building field's capacity to use data for improvement

- ✓ Elevating effective practices and strengthening networks for sharing those

- ✓ Engaging funders and policy makers in better understanding program results and implications for local systems
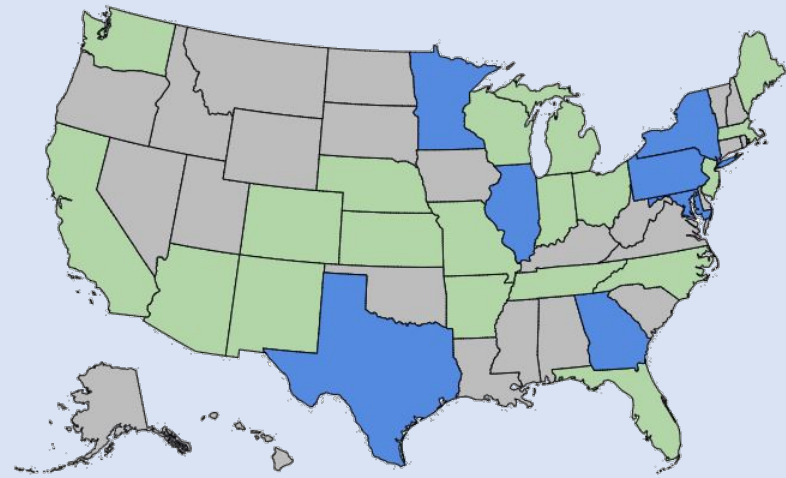
The Numbers Since 2008

More than **500 programs** at **350 CBOs** have participated

In **62 cities**

Across **26 states** and **provinces**

Benchmarking Network

Network and Peer Learning activities

Cities have included Chicago, Dallas-Ft. Worth, Detroit, Minneapolis-St. Paul, New York City, Atlanta, Greater Philadelphia and Southern New Jersey.
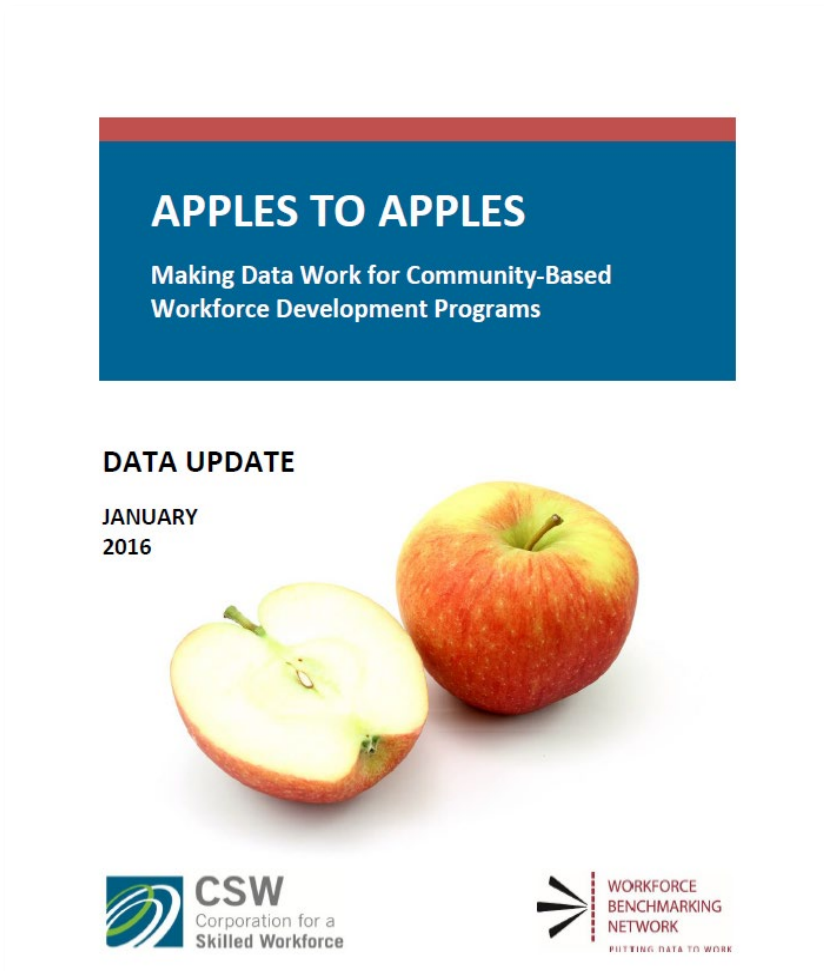
Survey Focus
(see Summary Document)

- Aggregate information for **enrollees during a recent one-year period for a designated program**

- **Types of questions** include:
  - ✓ Organizational context (type, size, income sources, etc.)
  - ✓ Enrollee demographics
  - ✓ Participant and employer services provided / intensity
  - ✓ Enrollment, completion, credential, placement and retention outcomes – *with option to report disaggregated by race/ethnicity/gender*
  - ✓ Definitions of key measures

- **Submit what you have:** option to say, "do not collect / data not available" and can update later.

- Organizations complete a **separate survey** for each program they wish to submit

Valuable Info for Providers & the Field

APPLES TO APPLES

Making Data Work for Community-Based Workforce Development Programs

DATA UPDATE

JANUARY 2016

CSW Corporation for a Skilled Workforce

WORKFORCE BENCHMARKING NETWORK
PUTTING DATA TO WORK

- Performance rates for different types of programs: *what is "good" performance?*

- Program characteristics correlating with better results: *what matters?*

- Options of *specific reports* by geography, population, or network

A Sample Individual Program Dashboard

Outcome Measures

Sample Organization: Sample Program 3 - 2016-10 (Cohort Year: 2014)

Future 2020-2021 Vision

Phase 2: Pilot Individual-Level Data Options and Communities of Practice

- Work with interested sites to pilot use of participant-level data

- Communities of practice to inform development of survey "deep dive" questions around specific populations or strategies

- Updated WBN Success Drivers and self-assessment tools

Phase 3: Roll Out WBN 2.0 Data Warehouse and Learning Network

- Innovative data warehouse that continuously collects data in a variety of formats, including participant level

- A data infrastructure to support local shared measures and systems change

- Connections to other useful data, including local datasets and LMI

Discussion & Next Steps

- **There is no hard submission deadline – the data constantly updates**

- **BUT…We'd like to get a good critical mass of programs by late 2019/early 2020 to be able to generate useful reports**

- **We very much want to include NJHSA agencies!**

- *Where are your questions?*

- *What could be the value of NJHSA participation?*

- *What is the best engagement approach (e.g., a November webinar?)*