Workforce Benchmarking Network National Survey

Informational Webinar

NJHSA

November 21, 2019

Thanks for Joining Us!

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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

www.skilledwork.org

Today's Agenda

1. Why Participate in the National Benchmarking Survey?

2. Workforce Benchmarking Network (WBN) Goals and Activities

3. Overview of National Benchmarking Data Survey and Reports

4. Answer Your Questions

5. Review Timeline & Next Steps

Briefly, What IS the Benchmarking Survey?

- ✓ **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 workforce field

And What are the Benefits?

- ✓ **Identify areas for improvement** in program or system services
- ✓ **Tell a more complete story** about your work and its results
- ✓ Understand ways to **strengthen data collection and use the data**
- ✓ **Learn from peers** in the field to **inform program practices**

A Question for You (Poll)

If more data were available from the field about comparable programs, what would you be <u>most</u> interested in learning about at this time?

(Pick one only.)

- Training completion and credential attainment rates
- Job placement and retention rates
- Results disaggregated by race/ethnicity/gender
- Types of services provided to employers
- Other (*please check Other and type response in the Chat Box*)

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** to better understand program results and implications for local systems

WBN: City-Wide Initiatives

Workshops, Peer Forums, and Technical Assistance to strengthen organization capacity for using data and evidence-based practices to improve results.

Shared Measures & Reporting Initiatives to support systems change through better access to and use of system-wide data.

WBN: Field-Wide Impact

National CBO Dataset with Benchmarks of "Good Performance"

Organization-level, Customized "Apples to Apples" Reports

"Success Drivers": Guidelines for Practice Informed by Peers and Research

Funders and Partners: United Ways, JPMorgan Chase, Foundations, Local Capacity-Building Intermediaries, and Race Forward.
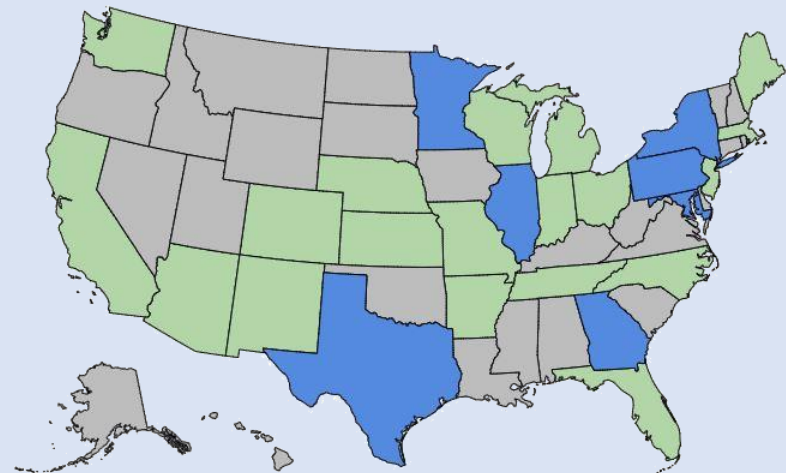
The Numbers Since 2008

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.

2019-20 National Survey & Goals

Designed for **organizations that provide direct services** related to employment preparation, skill building and job placement/advancement.

Individual program data is **confidential**.

GOALS:

- **Expand #** of participating organizations and **update available data** for the field after 5 years – including **results disaggregated by race/ ethnicity/gender (optional)**

- **Reflect more current services** – e.g., financial coaching, deeper employer engagement, more intensive support services, apprenticeships, etc.

- Provide more **"real time", user-directed reports** to inform program continuous improvement and local systems work

- **Lay the foundation for deeper learning,** by creating a national virtual learning community to identify other needed information or analysis

CSW Strategic Partner: American Government Services, LLC (AGS)

Survey Focus

(see Summary Attachment)

- Aggregate information for **enrollees during a recent one-year period for a designated program** – *but far enough back to know placement results (3-month retention if possible)*

- **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 only what you have:** option to say, "do not collect / not able to report" and can update later.

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

Survey Submission

- **Rolling submission and reports:** survey remains open to allow organizations to submit or update data (e.g., retention) at best time and frequency to meet their needs. *Participation and access to reports are FREE to participating organizations.*

- **Goal: critical mass of programs in 2019/early 2020!** WBN is pushing for as many responses as possible SOON to generate useful reports for the field and drive new learning.

- It's long – but you **only answer relevant questions**. You can **save and return** to complete different sections at different times.

- **Technical support is available** from the WBN team!

- **Again, it's confidential.** No one will see your specific program's results other than you and CSW's data analysis team.

Valuable Info for 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

- 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 or population or network

A Program Provider's Experience

Matt Woodruff,

Data & Operations Mgr.

A Preview of New Reports…

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

Next Steps / Timeline

Data Collection Preparation

- Summary of survey question topics available now in the attachment
- **You'll receive a follow-up interest / registration survey after this webinar. Please respond by Dec. 4!** Interested respondents will receive assistance as needed to prepare information.

Data Submission and Reporting

- Each program's **registered contact will receive login details and procedures** for online survey participation.
- Survey does not close, BUT **we recommend submitting data by mid January** so that as much data as possible is available to populate reports for the field. Data can be updated at any time, e.g., retention info, disaggregated results, etc.
- **There is NO COST to organizations who submit data to access or download their reports.**

Help spread the word!

- Help us reach as many <u>other</u> networks as possible
- Share survey interest registration link: http://bit.ly/wbnsurveyinterest
- We're happy to host webinars for other networks
- Additional WBN & Survey Info: https://skilledwork.org/

Questions / Discussion

Thank you for joining!

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