The Maryland Public Workforce System

Getting to Meaningful
U.S. Unemployment Rate for May 2016

4.7

Source: U.S. Bureau of Labor Statistics
U.S. unemployment rates for major age-sex groups, May 2006-May 2016

Data are seasonally adjusted

Source: U.S. Bureau of Labor Statistics
U.S. unemployment rates by race and ethnicity, May 2006-May 2016

Data are seasonally adjusted
Source: U.S. Bureau of Labor Statistics
U.S. unemployment rates for persons 25 years and older by educational attainment, May 2006-May 2016

Data are seasonally adjusted
Source: U.S. Bureau of Labor Statistics
Customers Served from 2010-2014

846,223
Federal Sources of Workforce and Economic Development Funding

- US Department of Labor
- US Department of Health and Human Services
- US Department of Agriculture
- US Department of Education
- US Department of Commerce
Where is the Customer?

Department of Labor

HHS Programs

Department of Education

USDA Programs

Department of Commerce
Workforce Innovation and Opportunity Act

• Signed by President Obama on July 22, 2014
• Takes affect on July 1, 2015
• State plans and common performance accountability provisions take effect on July 1, 2016
• Integrated One Stops
WIOA takes concrete and meaningful steps to support the most vulnerable members of the modern workforce, namely the unemployed, the disabled and out of school youth.

-Federal Reserve Bank, Cleveland, Ohio
AMERICAN
JOB
CENTER

**WIOA Partners**

- DOL
  - Job Matching
  - Employability Skills
  - Resume Development
  - Work Experience
  - Career Assessment
- OST, QIT, GTC, IWW
- Unemployment/Trade Benefits
- Employer Tax Credits
- HHS
  - Supportive Service
  - TANF
  - Health Care Benefits
  - Mental, D&A, Comp
  - Mentoring/Leadership Dev.
  - Job Seekers
- ED
  - Education Resources/Referrals
  - Assessment
  - Vocational Rehab Services
  - GED Prep/Testing
  - Adult Literacy
  - K-12 Curriculum
- HUD
  - Housing Leads/Development
  - Housing Counseling
  - Workforce Training

**Beneficiary**

**Outcomes**

- People who are:
  - Employed/Unemployed
  - Credentialed
  - Healthy
  - Earning Livable Wage
  - Upwardly Mobile
  - Skilled
- Well Rounded
- Home Owners
- Lifelong Learners
- Entrepreneur
- Law Abiding
- Civic Minded
- Household Leaders
- Community Leaders
- Mentors
- Success Stories
- Happy

**Shared Customer**

**Common Intake**

**Potential Partners:**

- Veteran's Administration (Comprehensive healthcare, employment and training programs, supportive services, housing assistance, etc.)
- U.S. Department of Agriculture (Food Stamps, Food Co-ops, Employment and Training programs)
- U.S. Treasury (Financial literacy, credit and housing counseling)
- Small Business Administration (Entrepreneurial loans, employer and workforce pipelines, start-up loans)
- U.S. Department of Justice (Participants mandated to attend employment, training, and education services, co-case management, supportive services, leveraged youth development opportunities)
Why do we need a new approach?

• The economy has changed
• The customer has changed
• The funding has changed
• The need for service has changed
Deciding to be Meaningful
WIOA Decision Point-The Board

**Right Move 😊**
- Representative
- Robust/Challenging
- Strategic
- Workforce Leaders
- Inclusive
- Jointly owned
- “A real board”

**Wrong Move 😞**
- Status Quo
- Select those you know
- Marginally engaged
- Focuses on administrivia
- Dominated by WIOA programs
- Controlling the board and the agenda
- The “rubber stamp”
WIOA Decision Point - The Plan

**Right Move 😊**

- Driven by what is needed
- Actually what you want to do
- Milestones for achieving results
- Means for reporting progress
- Strategic focus

**Wrong Move 😞**

- Driven only by Compliance
- Cut and paste
- Generalities
- No milestones
- Data by the pound
WIOA Decision Point-One Stop Partners

**Right Move 😊**
- One stop owners
- Act as joint stock holders
- Empowered to make one stop decisions
- Integrated services
- The place they pick

**Wrong Move 😞**
- One stop renters
- Just a different place to do the same job
- The place you pick
WIOA Decision Point-Integration

Right Move 😊
- Focus on what makes sense for the customer
- Offer ideas and solutions
- Listen to the concerns of partners
- Do the do-able

Wrong Move 😞
- Status Quo
- Rules make it impossible
- Wait for guidance to take any action
- Argue against the concerns of partners
WIOA Decision Point-Innovation

Right Move 😊

• Failure is something to learn from
• Testing new ideas
• Listening to the customer
• Empowering those closest to the customer
• Educated risks

Wrong Move 😞

• Failure is something to avoid
• We will get a monitoring finding
• Reckless risk taking
• Putting funding at risk
WIOA Decision Point-Youth Programs

Right Move 😊

• Meet them where they’re at
• Based on customer needs
• Coaching, mentoring
• Integrated service design
• Real Follow up
• Trauma informed practice

Wrong Move 😞

• Build it and they will come
• One Size fits all
• Talking at youth
• Taking no advantage of youth interests
What Gets in the Way of Innovation?

• “We can’t do that”
• “We have always done it this way”
• “We tried that once”
• “We have always done that”
• “Our law does not allow that”
• “The Feds won’t let us”
What is it Going to Take to Get to “Meaningful”

- Community Solutions
- Piloting new ideas
- Measuring what works
- Customer Centered Design
- Unifying Goals
- Raising Expectations
What else does it take?

- Courage
- Leadership
- Vision
THANK YOU

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