



WORKFORCE CONSULTING SERVICES

Improve workforce development programs & increase employment. We can help.

PCG Human Services, a division of Public Consulting Group (PCG), has nearly 30 years of experience serving state and municipal human services agencies and is a national leader in workforce development consulting. We use industry best practices to target workforce challenges, collaborating with regional leadership teams across the U.S. to resolve them. PCG uses its deep knowledge of federal and state regulations and regulatory compliance expertise to help client organizations meet the challenges of today's workforce. We combine innovative direct service delivery with management consulting to offer value-driven solutions that help organizations improve employment and workforce development programs through

- Strategic planning
- System redesign
- Asset mapping
- Staff training and capacity building
- Thought leadership

STRATEGIC PLANNING

We assist clients in developing comprehensive strategic plans that establish direction for organizations and maximize their community impact and return on investment. This process involves research and analysis of regional economic and workforce studies, and environmental scans of existing economic and workforce data, with regard to the financial and business climate, as related to workforce needs. Our consultants identify both strengths and weaknesses of an organization through the facilitation of sessions with their leadership, the public, and key stakeholders. Through collaborative decision-making, we ensure that the goals of an organization and its surrounding region will be met. We develop and facilitate processes to identify goals, objectives, and priorities in order to achieve an organization's vision. We establish critical benchmarks, performance measures, quasi-metrics, and timelines for meeting each measure. Finally, we gather and review key data to determine success in meeting goals and make adjustments based on what the data reveals to ensure project success.

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SYSTEM REDESIGN

We understand the organizational and systemic implications of redesigning and integrating workforce development service delivery systems. In our client engagements, we have changed customer service from a pre-defined, prescriptive approach to a consumer-driven, in-demand approach. We work with our partners and staff to redesign the customer flow process to meet the needs of customers as they walk in the door. We use data-driven strategies to monitor and evaluate the system's performance and progress, and invest in staff capacity building to equip staff to succeed in a new service delivery environment. Clear and consistent communication on progress of the redesign with all system stakeholders, from front-line staff to executive leaders and local elected officials, helps build momentum and broad support for a roll-out process.

Critical to sustainable redesign efforts is the development and alignment of all process guidelines, compliance monitoring tools, policies that support system design change (data policies, operational policies, supportive services, etc.) and new operations manuals for the new process and procedures. As new service designs are implemented, adjustments to staff levels and patterns are made to optimize performance and quality of services. We install quality assurance teams to monitor system progress, compliance, and performance.

ASSET MAPPING

Through asset mapping services, we assist Workforce Investment Boards and social service agencies in identifying opportunities for greater alignment and in leveraging resources across the broader workforce system. Using a proven methodology, we create a comprehensive inventory of services, programs, outreach efforts, and other workforce system assets available in a given region, and map these assets in relation to one another and to the community served, with the help of a specialized GIS mapping software. We then analyze identified assets in relation to economic development strategies, regional transportation opportunities, and demographic trends to help our clients use the data in building a more comprehensive and accessible service base for local jobseekers and employers.

STAFF TRAINING AND CAPACITY BUILDING

Our core competencies in professional development and training bring a wealth of knowledge to client organizations' ongoing staff training and capacity building efforts. We provide a comprehensive training format which spans from policy to practice. We believe that the value and effectiveness of a public workforce system is directly tied to the skills, knowledge, and abilities of staff and leadership. Our expansive staff training and capacity building experience across the country allows us to build experience-driven offerings. Our approach is employer-driven, as we engage businesses through multiple channels to understand their needs. We are dedicated to continuous staff training and learning and use a variety of methods including face-to-face workshops and on-demand and real-time Webinars. We focus on individual and team goals to advance the goals of an organization.

THOUGHT LEADERSHIP

We are seasoned at providing technical and on-the-ground assistance that can help our client organizations make an efficient transition to new workforce legislation. Our experts are nationally recognized thought leaders contributing to key policy and legislative changes. PCG can assist organizations to implement any upcoming changes in legislation by providing technical support, strategic planning, and on-the-ground assistance. We help organizations update and upgrade workforce information technology systems to better align with new demands outlined in legislation. We also educate staff regarding funding changes for local planning, as well as program planning and requirements to help your workforce region manage local programs in a way that best serves jobseekers.

To learn more about how PCG Human Services can help your organization to improve workforce development programs and increase employment, contact us today.



148 State Street, Tenth Floor
Boston, Massachusetts 02109
tel: (800) 210-6113

info@publicconsultinggroup.com