

Workforce Consulting Services



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

Public Consulting Group (PCG) has 30 years of experience serving state and municipal human services agencies. As a national leader in workforce development consulting, we use industry best practices to target workforce challenges, and collaborate with regional leadership teams across the U.S. to resolve them. PCG leverages its deep knowledge of federal and state regulations as well as its 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 to our clients. Our approach helps organizations improve employment and workforce development programs through:



System Redesigns



Training and
Capacity Building



Strategic Planning



Research, Analysis,
and Evaluation



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 prioritize goals in order to achieve an organization's vision. We establish critical benchmarks, performance metrics, and timelines for meeting each measure. Finally, we analyze key project data to determine our progress in meeting goals; based on what the data reveals, we make adjustments to ensure project success.

System Redesigns

We understand the organizational and systemic implications of redesigning and integrating workforce development service delivery systems. We have worked with our partners and staff to redesign customer service; by transforming a pre-defined, prescriptive approach to a consumer-driven, in-demand approach, the customer flow process meets 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 for success 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 the success and sustainability of a system redesign effort is the development and alignment of all process guidelines, compliance monitoring tools, policies that support system design change (e.g., 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.

Research, Analysis, and Evaluation

Through our research-based services, we assist Workforce Development Boards and social service agencies in identifying opportunities for greater alignment and in leveraging resources across the broader workforce system. Our range of analytical services traverses the public sector, from asset mapping and anchor institution studies, to sector strategy research and development and economic development planning.

Our proven asset methodology, in particular, allows us to create a comprehensive inventory of services, programs, outreach efforts, and other workforce system assets available in a given region. We then map these assets in relation to one another and to the community served, with the help of a specialized GIS mapping software. Finally, we analyze identified assets in relation to economic development strategies, regional transportation opportunities, and demographic trends. Our clients use the data to build a more comprehensive and accessible service base for local jobseekers and employers.

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 ties directly to the skills, knowledge, and abilities of both staff and leadership. 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 to deliver real-time, on-demand training as well as self-paced eLearning. 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 with implementation efforts for any upcoming changes in legislation by providing technical support, strategic planning, and on site 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 can help your organization improve workforce development programs and increase employment, contact us today at info@publicconsultinggroup.com or **1-800-210-6113**.

