

## Workforce Operations Services



### Enhance your workforce operations through innovation, collaboration, coordination and integration. We can help.

Public Consulting Group (PCG) can help you better manage your career center and employment operations to serve more customers and better prepare your local workforce. We offer value-driven solutions designed to improve employment and workforce development programs for state and local Workforce Development Boards, Workforce Innovation and Opportunity Act (WIOA) One-Stop career centers, and Temporary Assistance for Needy Families (TANF) Welfare-to-Work agencies. Using a combination of services that include management, redesign of program operation, innovative direct service administration, service delivery and operations, we can enhance and innovate the way you do business.

#### Results-Driven Services

PCG has 30 years of experience supporting public sector organizations, including employment and workforce development agencies, to help them reach their performance potential, attain needed resources, and achieve both numerical and qualitative performance measures. Our practical experience across the employment and workforce development continuum includes designing strategies to analyze program performance and manage fully outsourced service operations. We provide customized solutions that are tailored to the unique requirements of your system. Our approach helps organizations improve program methods and outcomes, with service goals that include:

- Program design and development
- Staff training and capacity building
- Coordinated strategies for aligning, facilitating, implementing and sustaining alignment between workforce development, economic development, higher education, and social service entities
- Employment services operations that use industry-leading, data-driven management principles focused on jobseekers and local employers
- Cost sharing and cost allocation methods that maximize the leveraging of funds from all sources

#### Case Management

Using a comprehensive, integrated set of services to strengthen state and local workforce systems, we ensure that services are aligned to meet the needs of both the jobseeker and employer while maintaining compliance with federal, state, and local regulations. Services include:

- Client assessments to identify strengths as well as barriers to employment
- Employment advising
- Job readiness and/or preparedness classes
- Job search assistance
- Assistance in identifying necessary adjunct services
- Management of supportive services, including child care and transportation
- Business services that engage local employers in the public workforce development system

## Staff Capacity Building

Relevant, high-quality staff capacity building is key to our operations management. Though we focus on the following core areas of training, we recognize that the need for additional training may arise as a result of changing staff needs, new legislation, regulations or policies, performance trends and other dynamics. We are responsive to these changes and make adjustments as deemed necessary to ensure high-quality staff performance and service delivery.

### STAFF CAPACITY BUILDING

- Case Management Strategies
- Client Management Skills
- Conflict Management
- Continuous Improvement
- Customer Satisfaction
- Customer Service Training
- Innovative Leadership Strategies
- Performance and Monitoring
- Problem Solving
- Resume Review Steps
- Teamwork Strategies
- Social Awareness
- Soft Skills

### MANAGEMENT TEAM CAPACITY BUILDING

- Accountability
- Alignment of Policies with Data
- Collaboration
- Compliance with Established Regulations
- Data Management
- Development of Effective Partnerships
- Management Team Professional Development
- Matching Employer Needs to Clients
- Performance
- Professionalism
- Quality Assurance
- Specialized Services for Special Populations
- Workforce Strategies

## Operations Management

We offer flexible, innovative, and creative management of workforce operations, continuously ensuring compliance and progress towards meeting project performance measures. Our team has developed and implemented tools to meet the changing needs of our operations engagements; we use performance-driven technology, supplemental data collection and case management systems, and innovative business processes to maximize human capital and manage workflow.

## Operations Redesign

PCG helps employment and workforce development agencies to design effective, integrated, and efficient workforce programs that help customers achieve sustained employment and maintain self-sufficiency. As part of our operations redesign services, we include each of the following tools and services, as applicable:

- Best practices from other states or jurisdictions
- State and federal regulatory citations to support program changes and adherence to new requirements
- Trend analysis and future performance projections from extracted program data
- Identification of new revenue sources, including Department of Labor (DOL) grants, TANF Maintenance of Effort (MOE) funding, and other leveraged resources
- Fiscal impact analysis of recommended policy/program changes
- Policy briefs describing key elements of new program designs
- Comprehensive report detailing policy options, fiscal analysis, and programmatic best practices

To learn more about how PCG can help enhance your workforce operations and workforce development programs, contact us today at [info@publicconsultinggroup.com](mailto:info@publicconsultinggroup.com) or **1-800-210-6113**.

