



# The Maryland Public Workforce System

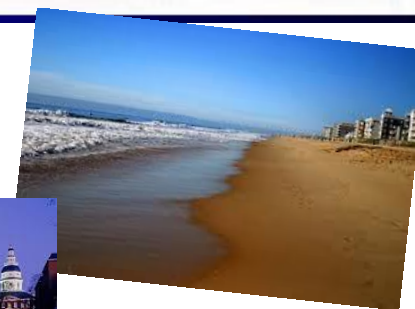
Getting to Meaningful





# UNITED STATES DEPARTMENT OF LABOR

## Employment & Training Administration



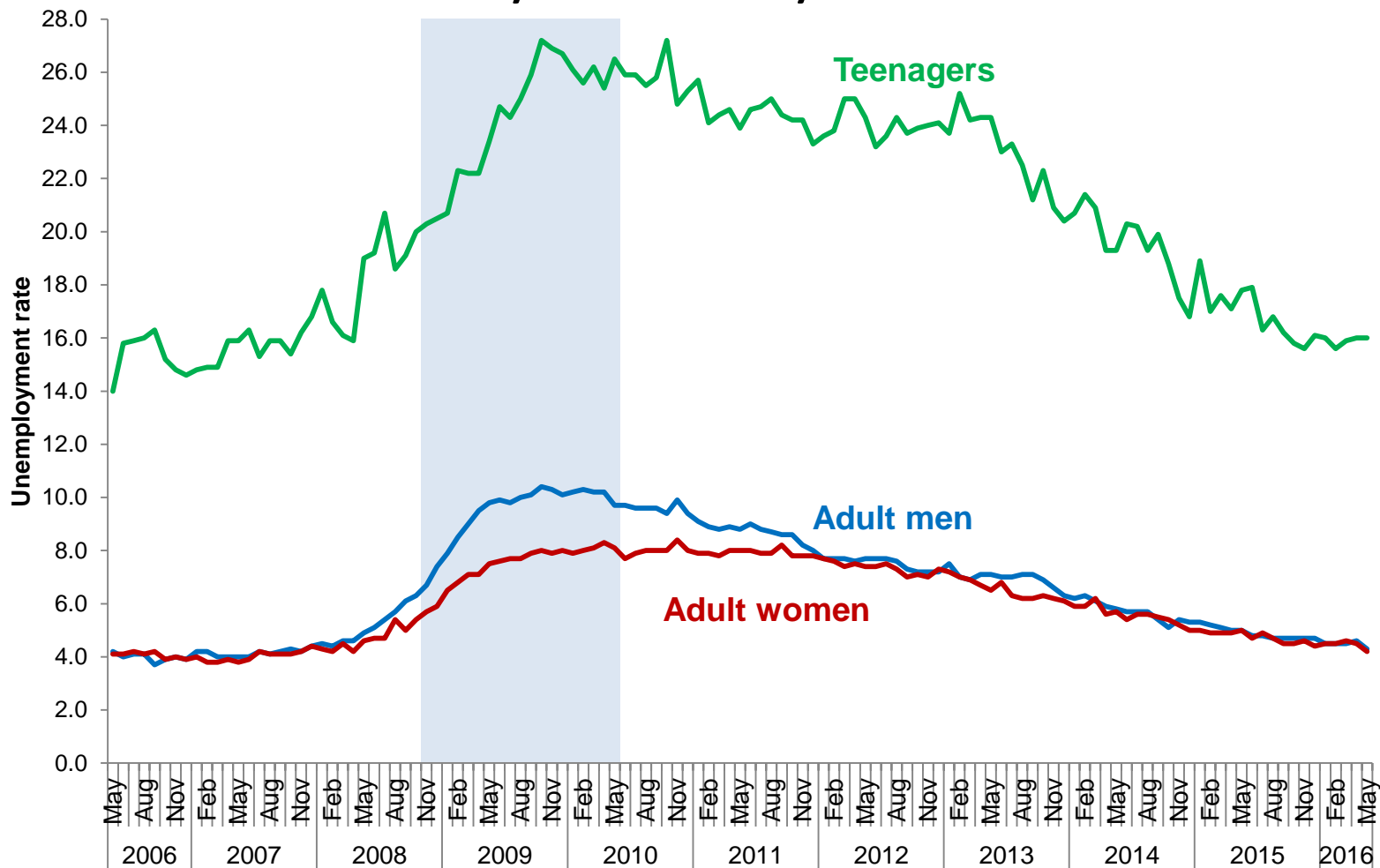


# U.S. Unemployment Rate for May 2016

4.7



# U.S. unemployment rates for major age-sex groups, May 2006-May 2016

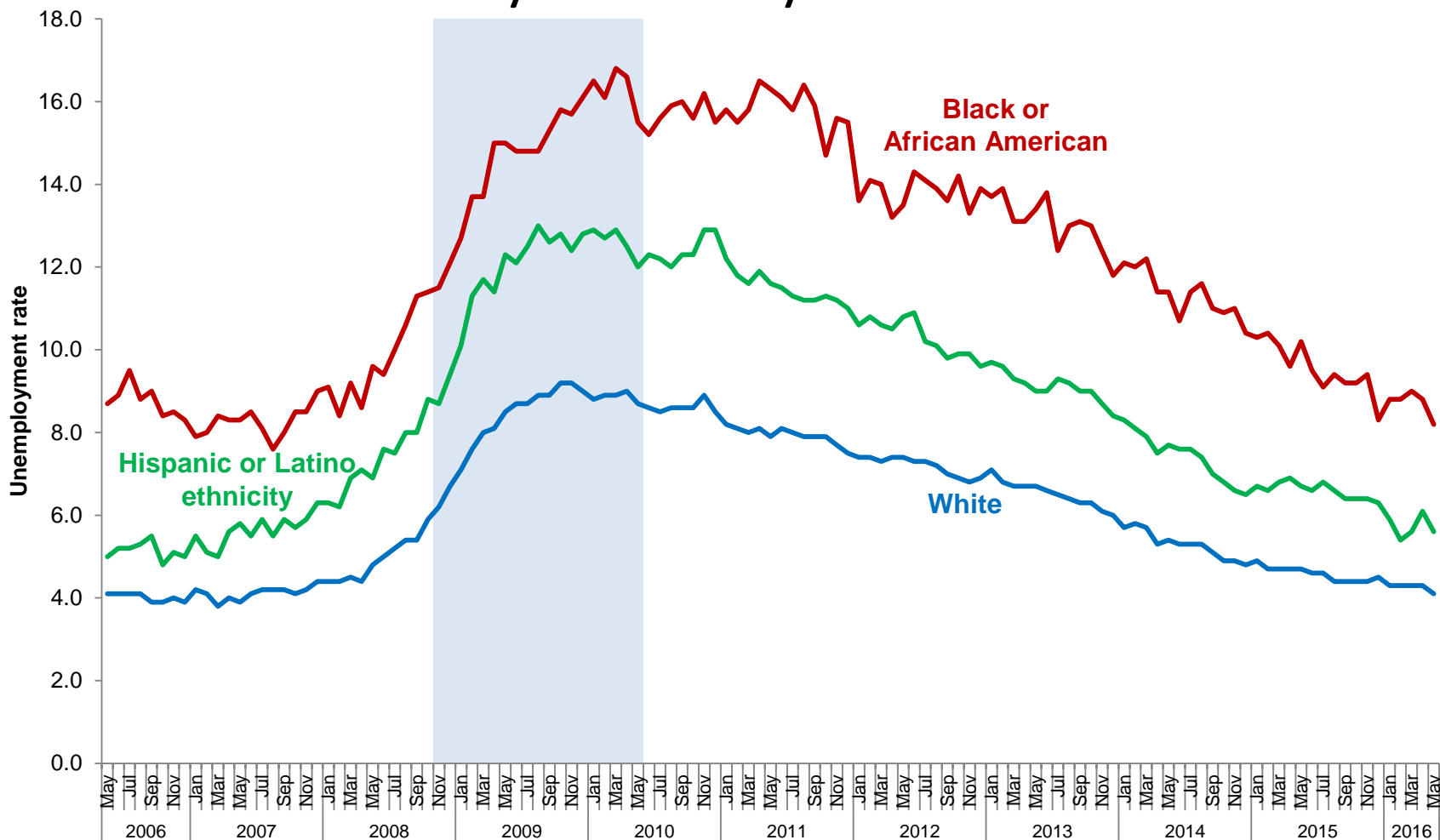


Data are seasonally adjusted

Source: U.S. Bureau of Labor Statistics



# U.S. unemployment rates by race and ethnicity, May 2006-May 2016

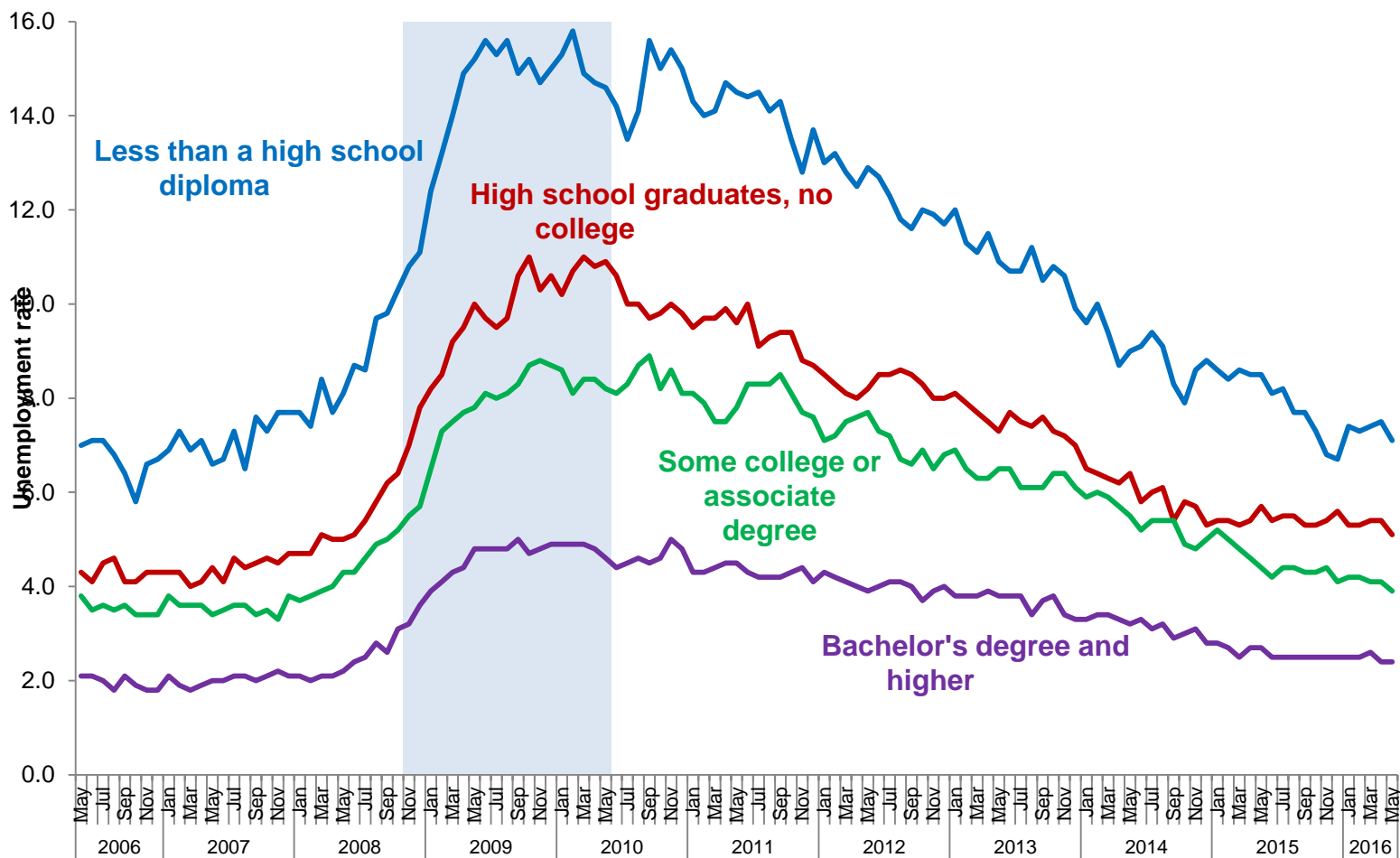


Data are seasonally adjusted

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



Department of Education



HHS Programs



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*



# UNITED STATES DEPARTMENT OF LABOR

## Employment & Training Administration

### AMERICAN JOB CENTER

#### WIOA Partners

**DOL**  
 Job Matching  
 Employability Skills  
 Resume Development  
 Work Experiences  
 Career Assessment  
 OST, OJT, CJT, IWV  
 Unemployment/Trade Benefit  
 Employer Tax Credits

**HHS**  
 Supportive Service  
 TANF  
 Health Care Benefits  
 (Mental, D&A, Comp)  
 Mentoring/Leadership Dev.  
 Job Seekers

**ED**  
 Education Resources/Referrals  
 Assessments  
 Vocational Rehab Services  
 GED Prep/Testing  
 Adult Literacy  
 K-12 Curriculum

**HUD**  
 Housing Leads/Development  
 Housing Counseling  
 Workforce Training

#### Beneficiary

**Shared  
Customer**

**Common**

**Intake**

#### Outcomes

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

#### 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 linkages, 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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