

Stimulus Learning Series: Workforce

Developing a durable workforce system for the future

August 25, 2021



HARVARD Kennedy School
Government Performance Lab



Introductions

Type into the chat: Tell us your name, your location, your organization, and one thing you are interested in learning today.

Agenda

1. Barriers and opportunities to transform workforce development

2. Innovations from the field:

- Heather Johnson, Commissioner, Maine Department of Economic Community Development
- Angela Carr Klitzsch, President & CEO, of EmployIndy, Marion County's Workforce Development Board
- Catherine Moga Bryant, Director, Policy and Strategic Planning, NC Pandemic Recovery Office, & Jonathan Myers, Senior Analyst, NC Office of State Budget and Management.

3. Panelist Q & A: *Post questions in the chat!*

4. Hearing from you: What would be helpful to increase the impact of your work?

Practicing with our interactive tools

Responding to poll questions

Pick many poll: Have you attended any of our prior calls in the stimulus learning series? (select all that apply)

Pick one poll: Select your favorite ice cream flavor. (select one)

Transforming supports to develop a durable workforce system for the future

Pandemic heightened preexisting challenges

Even before the pandemic, millions of Americans were disconnected from good-paying career pathways, while millions of jobs went unfilled

Women and people of color are overrepresented in low-skill, low-pay jobs

Accelerated trends in automation, digitization and globalization reinforce the need to quickly connect people with new pathways and supports

What you've told us...

Barriers to access

- Burdensome and high-cost eligibility hurdles discourage jobseekers
- Self-service approach leaves many disconnected from opportunity
- Job descriptions and qualifications often lock out non-traditional candidates

Ineffective supports

- Training opportunities often do not match employer/industry need
- Services fail to address life circumstances or systemic barriers
- People must commit to job programs without understanding of effectiveness

Inefficient systems

- Burdensome rules and distorted incentives
- Infrastructure further disadvantages highest-need users

Transforming supports to develop a durable workforce system for the future

Pandemic heightened preexisting challenges

Even before the pandemic, America's workforce was not paying up to its potential. The pandemic went u

Women and people of color are overrepresented in low-skill, low-pay jobs

Accelerated trends in automation, digitization and globalization reinforce the need to quickly connect people with new pathways and supports

Poll: From where you sit, which of the following barriers is most important to address for transforming workforce development? (select one)

What you've told us...

Burdensome and high-cost eligibility hurdles discourage jobseekers

Ineffective supports

Training opportunities often do not match employer/industry need

Services fail to address life circumstances or systemic barriers

People must commit to job programs without understanding of effectiveness

Inefficient systems

Burdensome rules and distorted incentives

Infrastructure further disadvantages highest-need users

Hearing from you

Type into the chat: What is an exciting project your community/organization is planning or already doing to improve workforce systems?

You told us about investments in workforce that are...

Expanding accessibility

- 1 **Outreach and engagement tools, especially for marginalized communities:** “People can’t access jobs and supports they don’t know about”
- 2 **Enhanced online and virtual platforms:** “The emphasis on physical job centers doesn’t reflect 21st century need or opportunity”
- 3 **Financial aid for college and credentials:** “Financial emergencies prevent too many students from graduating”

Offering more effective responses

- 4 **Demand-driven partnerships and pipelines:** “We need to train people for the jobs that industries are hiring for today and tomorrow”
- 5 **Internships and on-the-job training and infrastructure:** “There’s no better way to learn than by doing”
- 6 **Concrete and flexible supports to help jobseekers persist in training:** “A few hundred dollars’ assistance can be the difference between getting a job and staying unemployed”

Strengthening the ecosystem

- 7 **Expanding and diversifying career coaches and mentors:** “Knowing how to build and use a professional network is an essential skill”
- 8 **Integrated case mgmt. and data systems:** “We want to empower people to make informed choices”
- 9 **Broadband, transportation and childcare infrastructure:** “People need to be able to connect with opportunities”

You told us about investments in workforce that are...

Expanding accessibility

Offering more effective responses

Strengthening the ecosystem

1 Outreach and engagement tools, especially for marginalized communities: "People can't access jobs about..."

4 Demand-driven partnerships and pipelines: "We need to train people for the jobs that industries are hiring..."

7 Expanding and diversifying career coaches and mentors: "Knowing how to build and use a..."

Poll: Where is your community/organization focused on making improvements to your workforce? (select all that apply)

2 Enrollment platforms: "The emphasis on physical job centers doesn't reflect 21st century need or opportunity"

4 Training and infrastructure: "There's no better way to learn than by doing"

8 Data systems: "We want to empower people to make informed choices"

3 Financial aid for college and credentials: "Financial emergencies prevent too many students from graduating"

6 Concrete and flexible supports to help jobseekers persist in training: "A few hundred dollars' assistance can be the difference between getting a job and staying unemployed"

9 Broadband, transportation and childcare infrastructure: "People need to be able to connect with opportunities"

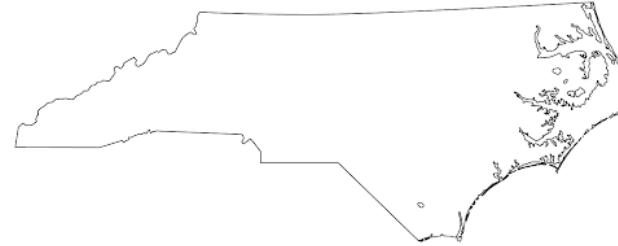
Government speakers



Heather Johnson,
Commissioner, Maine
Department of
Economic Community
Development



Angela Carr Klitzsch
President and CEO of
EmployIndy,
Marion County's
Workforce
Development Board



Catherine Moga Bryant
NC Pandemic Recovery
Office
NC Office of State
Budget and
Management

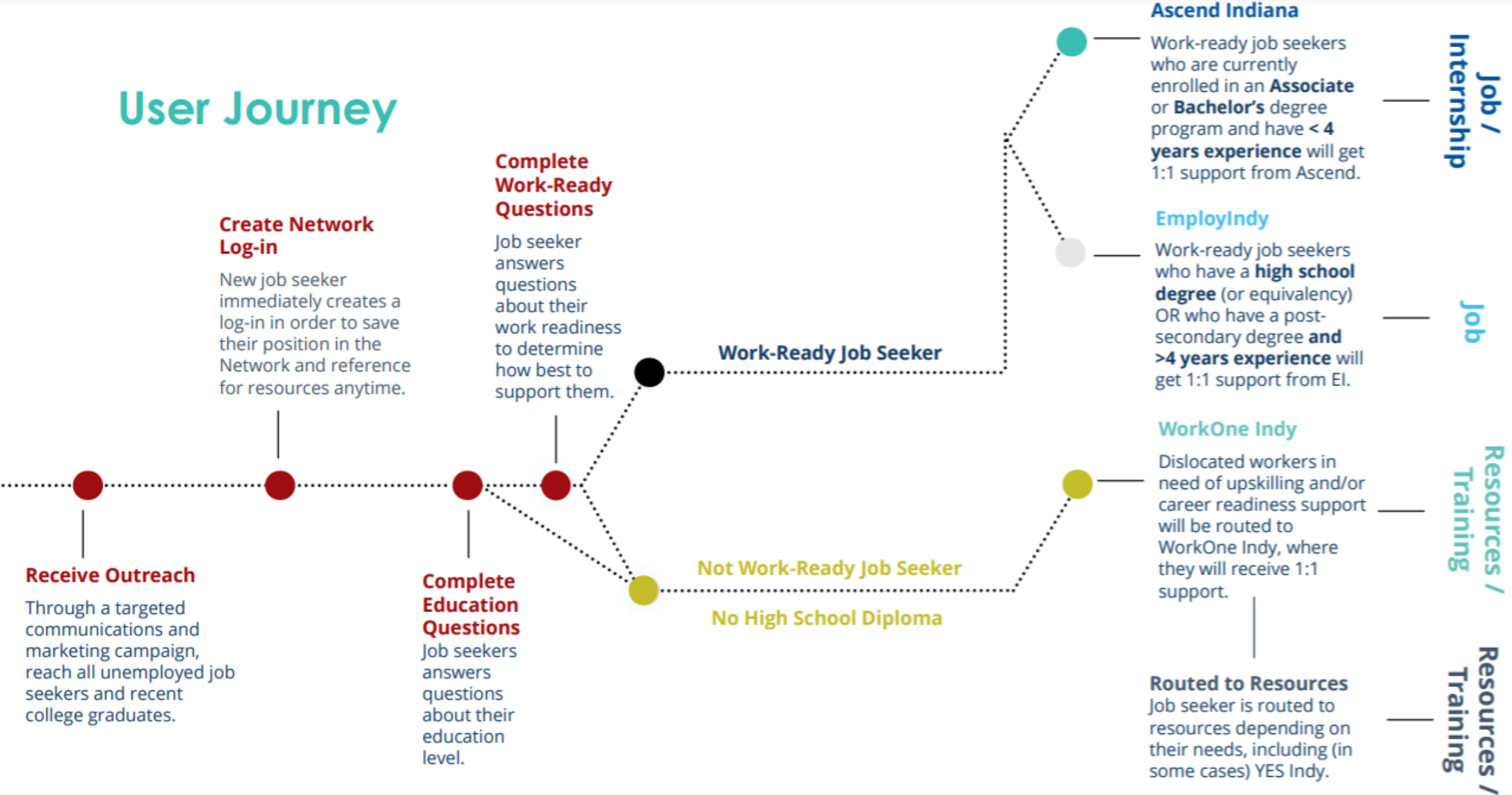
Jonathan Meyer
Senior Analyst
NC Office of State
Budget &
Management


Type into the chat: What questions do you have for our speakers?




Intentionally blank during speaker 1

User Journey





Intentionally blank during speaker 2



Intentionally blank during speaker 3



Hearing from you

We asked: What is an exciting project your community/organization is planning or already doing to improve workforce systems?

Hearing from you

Poll: In which of the following areas would assistance or peer learning most advance your community/organization's work? (select all that apply)

Poll: If the GPL were to offer resources to support the design or implementation of innovations in workforce development, what would be most helpful? (select all that apply)

Type into the chat: Is there a specific workforce investment or program that your jurisdiction is working on that you are hoping to get support with? If so, tell us about it.

Looking ahead: GPL's stimulus learning series

Type into the chat: Is there a specific workforce investment or program that your jurisdiction is working on that you are hoping to get support with? If so, tell us about it.

✓	July 9	Benefits & Economic Mobility
✓	July 15	Early Childhood & Families
✓	July 29	<i>Implementation deep-dive:</i> Guaranteed income programs
✓	August 2	Behavioral Health & Housing
✓	August 10	<i>Implementation deep-dive:</i> Using procurement to advance innovation
✓	August 25	Jobs & Economic Development

Questions? Contact Danielle at danielle_cerny@hks.harvard.edu

Access materials and recordings for the learning series at:
<https://govlab.hks.harvard.edu/stimulus-learning-series>