

WORKADVANCE NORTHEAST OHIO

INTERSECTION OF PROGRAMMING, RESEARCH,
AND SYSTEM/POLICY CHANGE

Federal Reserve Bank of
Cleveland
Public Policy Summit
6-28-12



BACKGROUND: TOWARDS EMPLOYMENT

- Since 1976, TE has assisted over **115,000 disadvantaged adults** move from poverty to paycheck.
- In 2003 we added services focused on advancement and career pathways and have helped over **10,000 *working poor*** gain skills and stability needed to become more productive at their current job or move on to better jobs.



BACKGROUND: THE SERVICES AND RESULTS

Job Preparation, Placement, and Retention (424 placements in 2011)

- Participants include those with barriers to employment, including those transitioning off of welfare, out of homelessness, or individuals with criminal background

Supportive Services (1,604 services to 346 people)

- Includes legal services (housing, credit, child support, warrants)

Employee Retention and Advancement (2,277 services to 500 clients)

- *Achieve* Social Enterprise (since 2002)
- Key Bank Advancement Academy (since 2011)
- WorkAdvance (since 2011)



BACKGROUND: WORKADVANCE IN NEO

The WA application grew out of existing conversations

- In 2009, a group of Cleveland area leaders started meeting to discuss how to meet the low wage/low skill needs of employers
- Low-Wage Jobs Research Group explored ways to reduce duplication of services and better align investments
- Created a vision for better integrating workforce development and social services to help the hard to employ get a job and obtain additional training and support to advance in that job or obtain a better, subsequent job
- Included recommendations to reshape programs and services offered by the workforce development and social service systems



BACKGROUND: WORKADVANCE IN NEO

Towards Employment volunteered to apply for WorkAdvance on behalf of the collaborative

- Regional dialogue influenced the scope of the project
- Geography was expanded to include Youngstown and Compass Family and Community Services
- Sectors include healthcare and manufacturing



BACKGROUND: POTENTIAL FOR IMPACT

*The involvement of CEO and MDRC, early leadership from key partners, the regional nature of the project, and the program model put WA in NEO at the unique **intersection of programming, research, and system/policy change.***

Other critical factors:

- Strong and relatively organized industry partners
- State workforce development policy changes
- Complexity of multi-stakeholder collaborative
- Timeline for demonstration of impact



THE MODEL: WHY WORKADVANCE?

Current Demand

40,000

Estimated number of **job openings** today

Current Supply

170,000

Estimated number of individuals drawing **unemployment** today

Projected Demand

200,000

Estimated number of **additional jobs** by 2015

**Skill
Mismatch**

**Inefficient
Job-Matching**

**Severe Talent
Shortage**



THE MODEL: WHY WORKADVANCE?

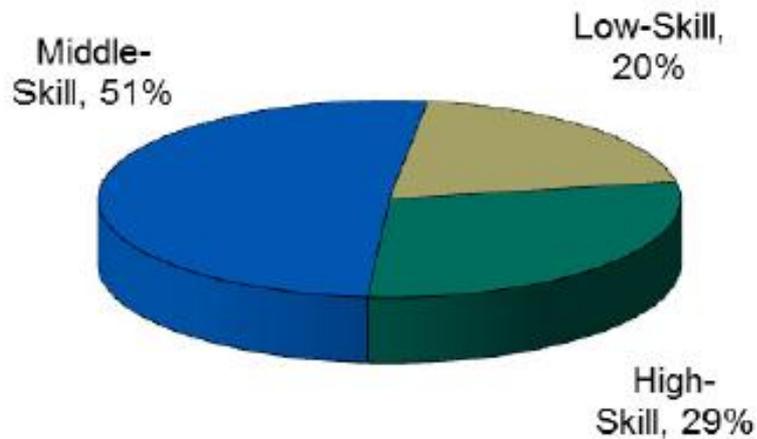
	Employer Needs	Labor Pool Traits	“System” Interventions	“System” Stakeholders	
Management					
High Skill					
Middle Skill	WORK ADVANCE TARGET				
Entry Level					
Unskilled					



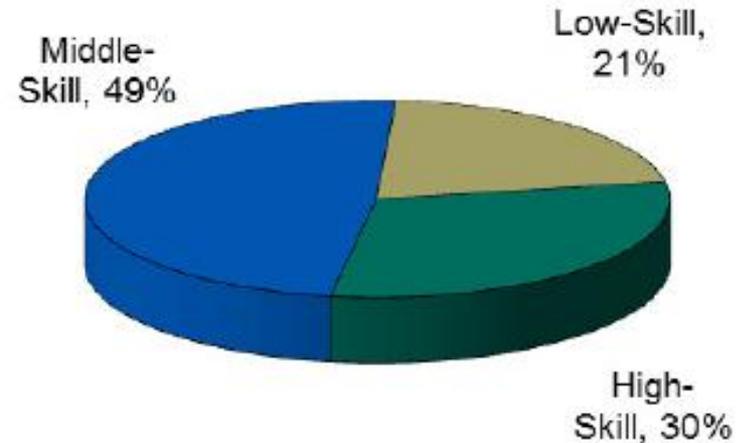
THE MODEL: WHY WORKADVANCE?

Demand for Middle-Skill Jobs is Strong, Will Remain Strong in Ohio

Ohio Jobs by Skill Level, 2008



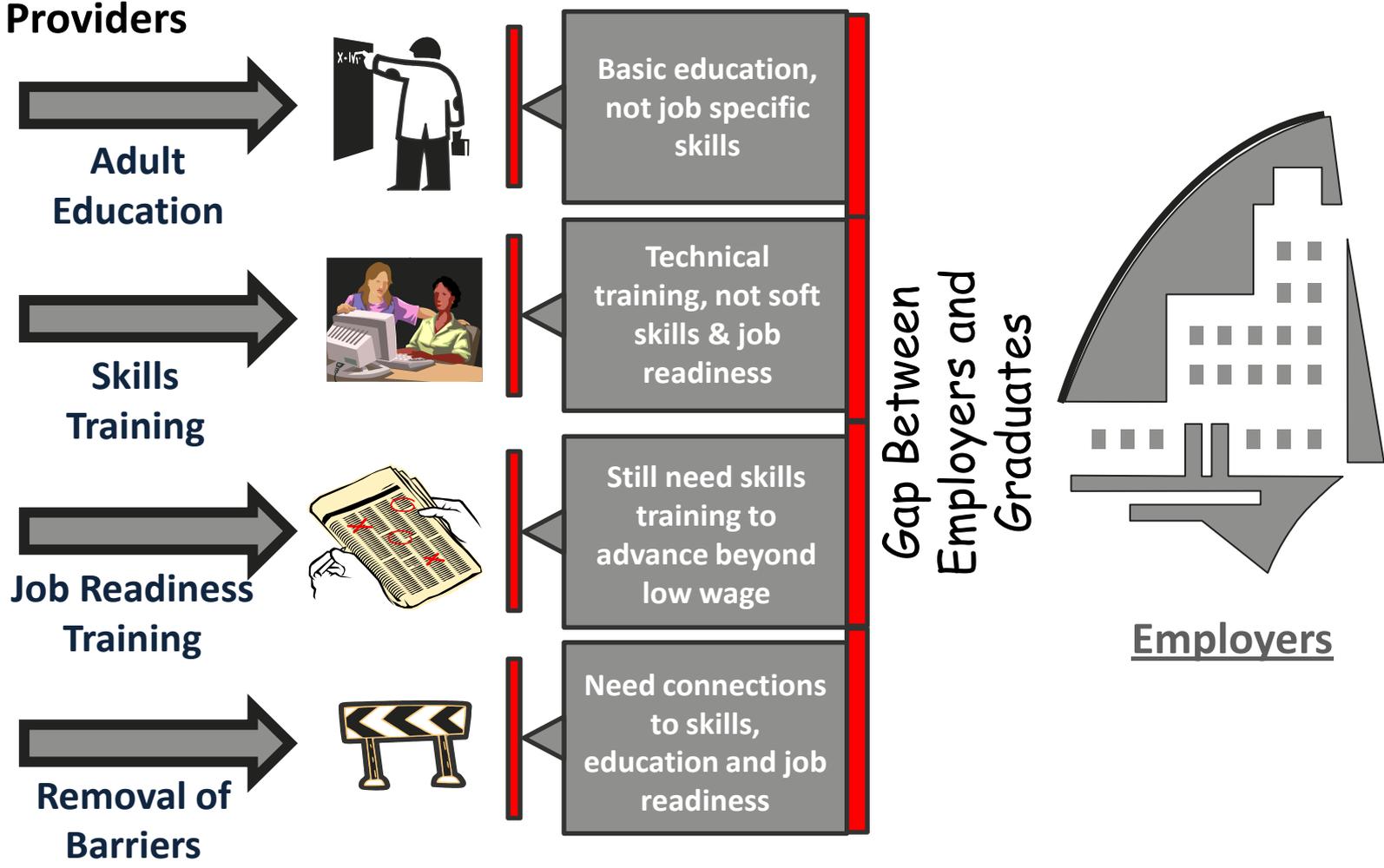
Ohio Jobs by Skill Level, 2018



Source: National Skills Coalition 2011 Analysis of U.S. DOL and U.S. Bureau of the Census

THE MODEL: WHY WORKADVANCE?

Current System is Disjointed with Fragmented Provision of Service



“Concierge” Aligned Approach



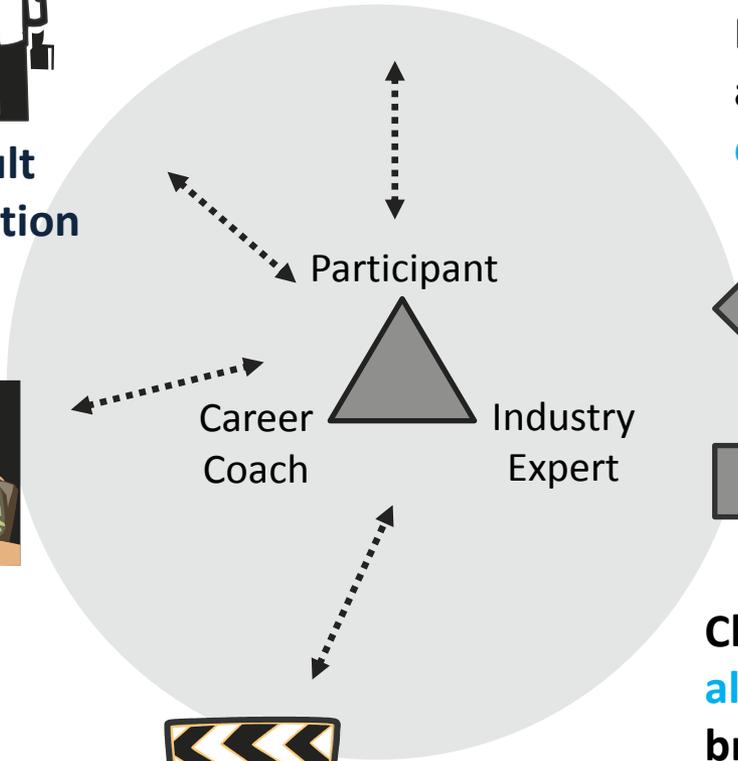
Job Readiness
Training



Adult
Education

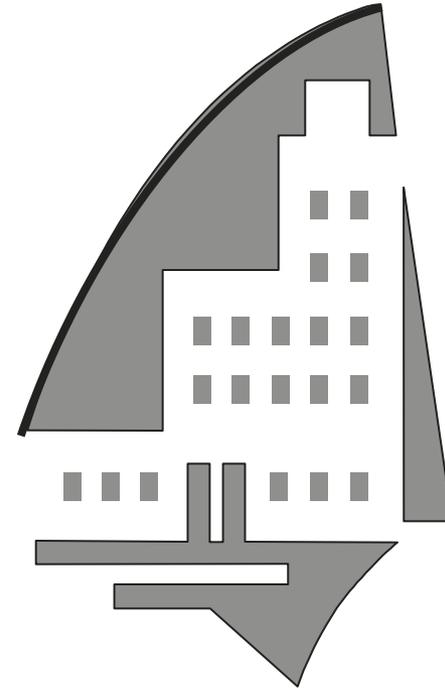


Skills
Training



Removal of
Barriers

Driven by the needs
and **requirements of
employers**



Employer

Clients access a set of **aligned services** that help bridge the gap to employment as well as provide ongoing supports for strong retention and career advancement



THE RESULTS: QUANTITATIVE

- 361 participants enrolled (target of 1200 by 6/30/13)
 - 172 into the program group
 - 189 into the control group
- 4 cohorts of training started or scheduled
 - STNA + Chronic Disease Management and Machining (CC)
 - STNA/Health Care Associate and Welding (MC)
- 35 unique employers have hired out of the program
- Advancements in process—wage and hour increases, temp-perm conversions, promotions



THE RESULTS: QUALITATIVE

- Funding being leveraged from within and outside NEO
- Multiple partners at the table resulting in increased alignment and reduced duplication
- Services structured in innovative ways to reduce programmatic leakage
- Customized solutions to employer training needs—onsite or offsite tailored training with internships included



THE RESULTS: IMPACT

Individuals
Employers
Policy/Systems



THE RESULTS: IMPACTFUL STORIES

Questions?

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