

21st Century Workforce System Initiative (Draft: 6/21/11)

21st Century Environment:

- Increased demand for academic and technical skills in job growth areas (i.e. need for increased education/training)
- Availability of technology driven tools to increase job matching/ skill acquisition
- Customer demand for efficient, streamlined access to public services resulting in job placement outcome
- Trajectory of reduced public funding

Analysis of Customer Needs

- **Job Seekers**
- **Employers**
- **Youth**
- Feasibility of “**universal**” access policy

Costs/Infrastructure of Public Workforce System

- “**Bricks and Mortar**” costs
- **Administration** costs (regional and state levels)
- **Direct service staffing** costs (WIA, WP, etc.)
- **Cost versus Effectiveness** Comparisons for Services
- **Parallel WFD services** for special populations
- **Regional performance outcomes** of major workforce services

Stakeholder Input on Services and Results

- **Best methods to delivery highly effective services** (= job placement)
- **Ways to reduce costs**
- Vision for **regional governance and service delivery** structure (WIB/Fiscal Agents/OSCCs)

Best Practices Across Other States/ MA Regions

- **Service Outcomes** by Service Delivery Method (face to face/ on-line/ mobile services etc)
- **Regional Infrastructure** (bricks/mortar, co-location etc)