CaseWorthy™

CASE MANAGEMENT GUIDE FOR WORKFORCE & EMPLOYMENT AGENCIES

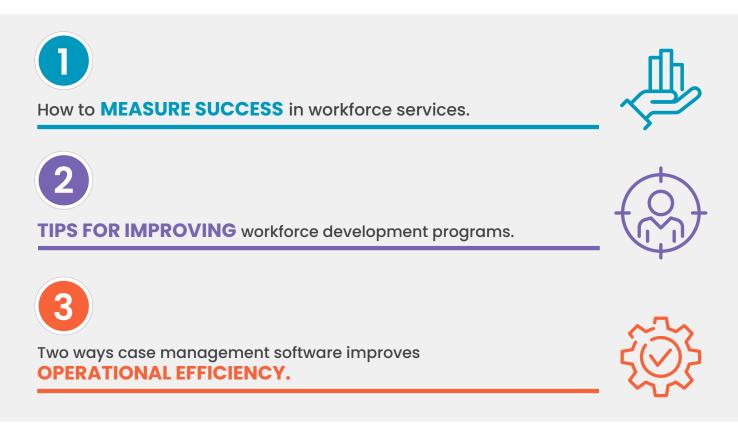# Optimizing Workforce Development Programs

Helping people find a stable job is one of the most empowering things your organization does.

Steady work can often help individuals feel stable and secure, two of humanity's most basic needs.

Your organization helps provide for these basic needs by guiding individuals as they pursue their employment goals.

Successful workforce development programs not only help individuals find and retain meaningful employment, but also go beyond the job and consider the other needs of the individual.

In this guide, you'll learn:

1

How to **MEASURE SUCCESS** in workforce services.

2

TIPS FOR IMPROVING workforce development programs.

3

Two ways case management software improves **OPERATIONAL EFFICIENCY.**

How to **MEASURE SUCCESS** in Workforce Programs

Career services organizations showcase the fruits of their labor in many ways.

They partner with external providers and employers to meet the employment needs of their clients. As a result, the measure of their success is contingent on not just how well they help their clients, but on how well they are able to gather data as well.

We recommend three key performance indicators (KPIs) to measure success.

Engagement	Support	Success
How engaged is your client in the program? (Number of workshops attended, number of job interviews scheduled/attended, usage of services available, etc	What support did you and your partners provide? (Number of partner organizations and employers, number of jobs posted, number of workshops hosted, etc.)	How did you improve your clients' situation? (Number of job placements, job retention rates, graduation/GED success, etc.)
01	02	03

These KPIs can then be shared throughout your ecosystem from external partners to government agencies in order to showcase the impact and success you're having.

Additionally, a recommended best practice is using automated reports in your case management system to track various inputs and identify gaps or additional needs.

In addition to the functions above, your reporting should also show:

Program Details
Analyze the details of your programs, such as how much funding is being used, how many people are participating, and what the outcomes are.

Budget Information
Since much of what a nonprofit organization does is tied to funding and budgeting, your reports should show a big picture of where and how funds are utilized.

Time Tracking
Time and funding are closely related, so it's vital to be able to figure out where certain tasks can be done more efficiently and how time can be better managed.

Having a consistent set of reports that you can rely on to show your data makes it easier to add new partners or approach additional funding opportunities.

Similarly, once you've set up your KPIs and have reports running, you'll be able to identify opportunities for improvement within your programs.

TIPS FOR IMPROVING
Workforce Development Programs

To succeed, nonprofits engaging with workforce development need clear goals, strategic partnerships, and sound stakeholder reporting.

But despite increased federal, state, and local support, workforce development programs can still be improved to better serve job seekers and employers.

Here are four top actions nonprofits can take in 2023 to improve their workforce development programs and cultivate healthy relationships with employers:

1 Build Evaluation into Every Stage of the Process

Employer partners in nonprofit workforce development participate out of a need for reliable, quality staff members — and they want to see proof of impact.

Measurable results are how you demonstrate the value of your programs to partners and earn their trust. While sifting through data and reporting on it can feel time-consuming, it's essential to retain employer partnerships.

The earlier your reporting plan is built into your process, the more consistently it can be applied throughout, and the more successful you'll be.

Ideally, workforce development is a win-win for communities, job seekers, employers, and your organization. For example, employers stand to reduce training costs or meet their diversity objectives. Consider the needs of these groups as you determine how success will be measured and communicated.

2 Engage Employers More Deeply

An effective way to mitigate employer hesitancy about your workforce development program is to engage them more deeply.

Not only does transparency breed trust, but giving key stakeholders a voice in your programs helps you to see your mission from all perspectives.

Here are some of the ways nonprofits can successfully engage employers:
- Include business leaders on advisory boards
- Seek employer data on industry trends and needs
- Create pathways for workers to participate as volunteers
- Solicit employer feedback on program content

3 Coordinate and Collaborate with Other Organizations

Internalized pressure to "do it all" is normal, but your organization doesn't have to be everything to everyone. You may not have all the resources, expertise, or reach to achieve certain elements of your mission.

Take a look at your workforce development programs. Are certain aspects particularly challenging that could be better achieved with support from another organization? What value could your organization provide in return? If your agency specializes in performing skill assessments and an external agency focuses more on recruitment, a collaboration could help improve outcomes for job seekers and employers alike. These partnerships can exist along a continuum of involvement from cooperation to coordination to collaboration.

4 Use Case Management Software

Software can help streamline operations and improve service delivery by enabling your organization to track client progress and employer needs.

With customizable dashboards, skill assessments and reports, and resource management, case management software like CaseWorthy puts all your essential data in one place, making your workforce development work more efficient, organized, and successful.

Two Ways Case Management Software Improves **OPERATIONAL EFFICIENCY**

Modern case management software makes workforce development programs and agency operations more efficient by storing all your data in one place, automating repetitive tasks, and using reports to showcase your success to your partners and other agencies.

ONE

All your data in a single platform

Do you have filing cabinets full of paper records? Or are you relying on spreadsheets? Or maybe you have a combination of these and more. Whatever your current system is, modern case management makes importing, accessing, and tracking your data easy.

Nonprofits like yours generate a lot of data every day. This data can range from clients' personal information and demographics to the progression and performance of various programs and services to budget use and modification.

Specific for workforce and employment agencies, being able to track your job placement, retention, and case management data in one place is critical to the success of your programs.

CaseWorthy helps you track data on:

- Job placement
- Job retention
- Job orders
- Business services
- Job training
- And much more.

TWO

Automating repetitive tasks

Automated workflows assist caseworkers with their day-to-day duties and save time by doing long manual tasks in seconds.

Case management software offers preset rules and eligibility standards that help determine the programs in which clients can end up.

You can automate things like:

- Data entry with autofill or pre-fill options
- Assessment analysis and program identification
- Time tracking and reporting on tasks
- Client intake with safe and secure web portals

Your case management software should free up time and reduce the manual effort of repeatable tasks. Automation enables your staff to focus on helping clients instead of pressing buttons.

Learn more at CaseWorthy.com
877.347.0877