

San Diego Workforce Partnership

Data Driven Organizational Strategy



Agenda

- Data Capacity & Infrastructure
- Data Excellence
- Operationalization of Program Outcomes
- Data Sharing
- Applied Research – measuring impact





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Team and Infrastructure

The who and how executing the vision



Organization to drive vision

Information
Technology

Business
Intelligence
& Research

Support &
infrastructure

Development

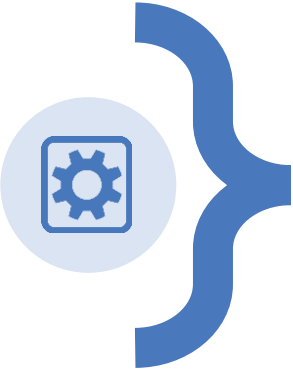
Project
Management

Data
Analytics

Research

Foster data-driven **culture** that empowers data stewardship and leverages program outcomes and economic research to inform program design and ensure **equitable service delivery**

Journey to Data Excellence



Data Stewardship

Aligning entire organization around data management best practices



Data Literacy

Cultivating understanding through accessibility and engagement



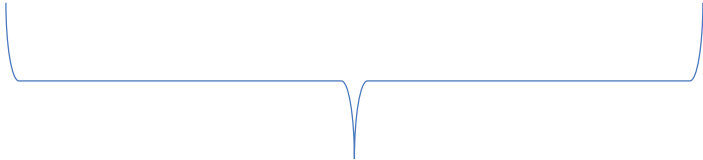
Data Analysis

Analyzing and reasoning.. Answer questions



Data Equity

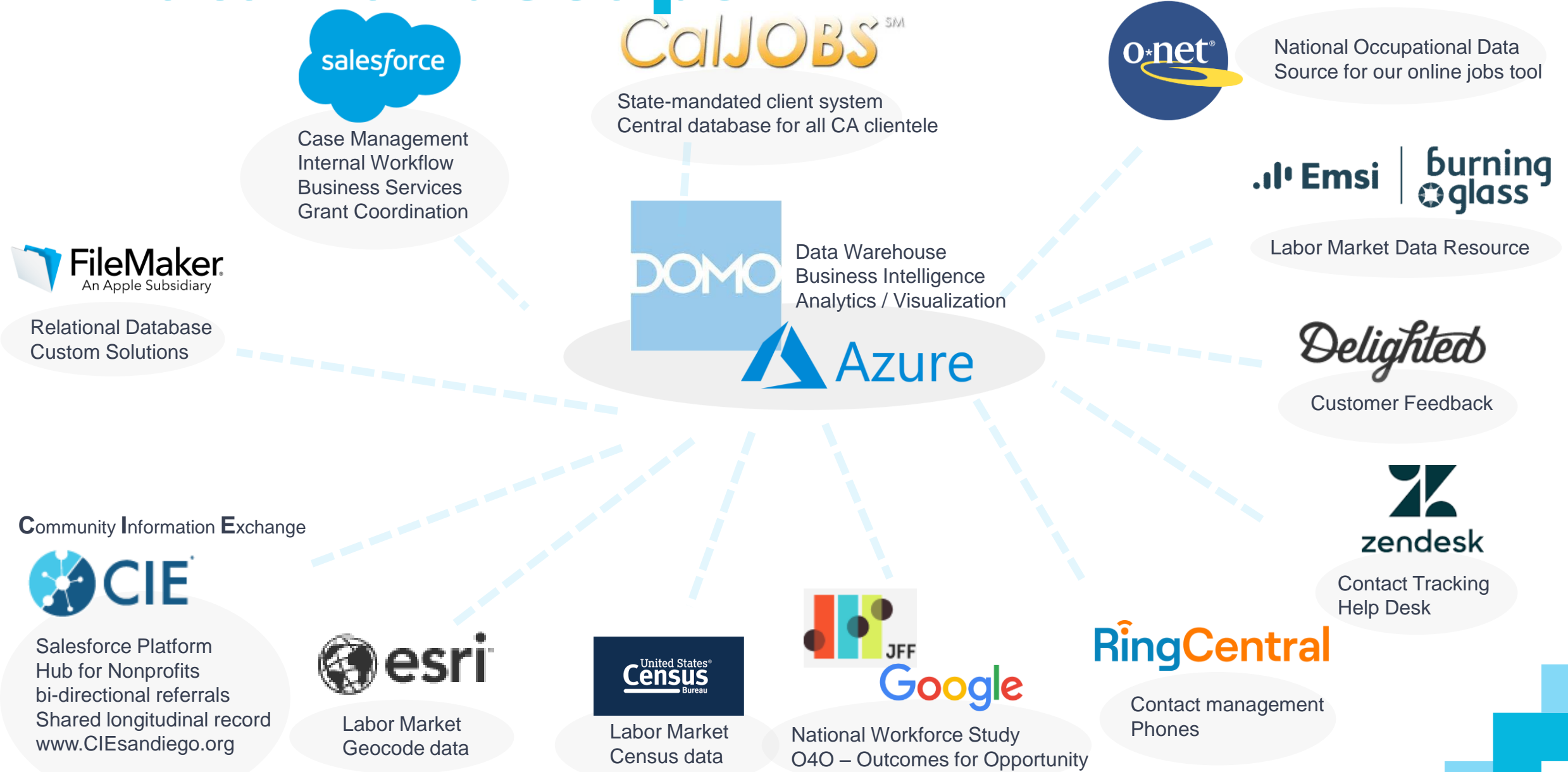
Analyzing performance and distribution of services for our target populations



Current Focus



Data Landscape



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Operationalization of Data

Building a culture around data literacy, stewardship and equity



Funder Compliance

Private Fund Compliance

- Focused on outcomes reporting
- Specific to grant and population we are serving
- Represents 70% of our Sector Initiative Programs

County, City & State

- Community Services Block Grant & Community Development Block Grant monthly reporting
- Specific requirements age, income, residency, special populations
- Represents remaining 30% of our Sector Initiative Programs

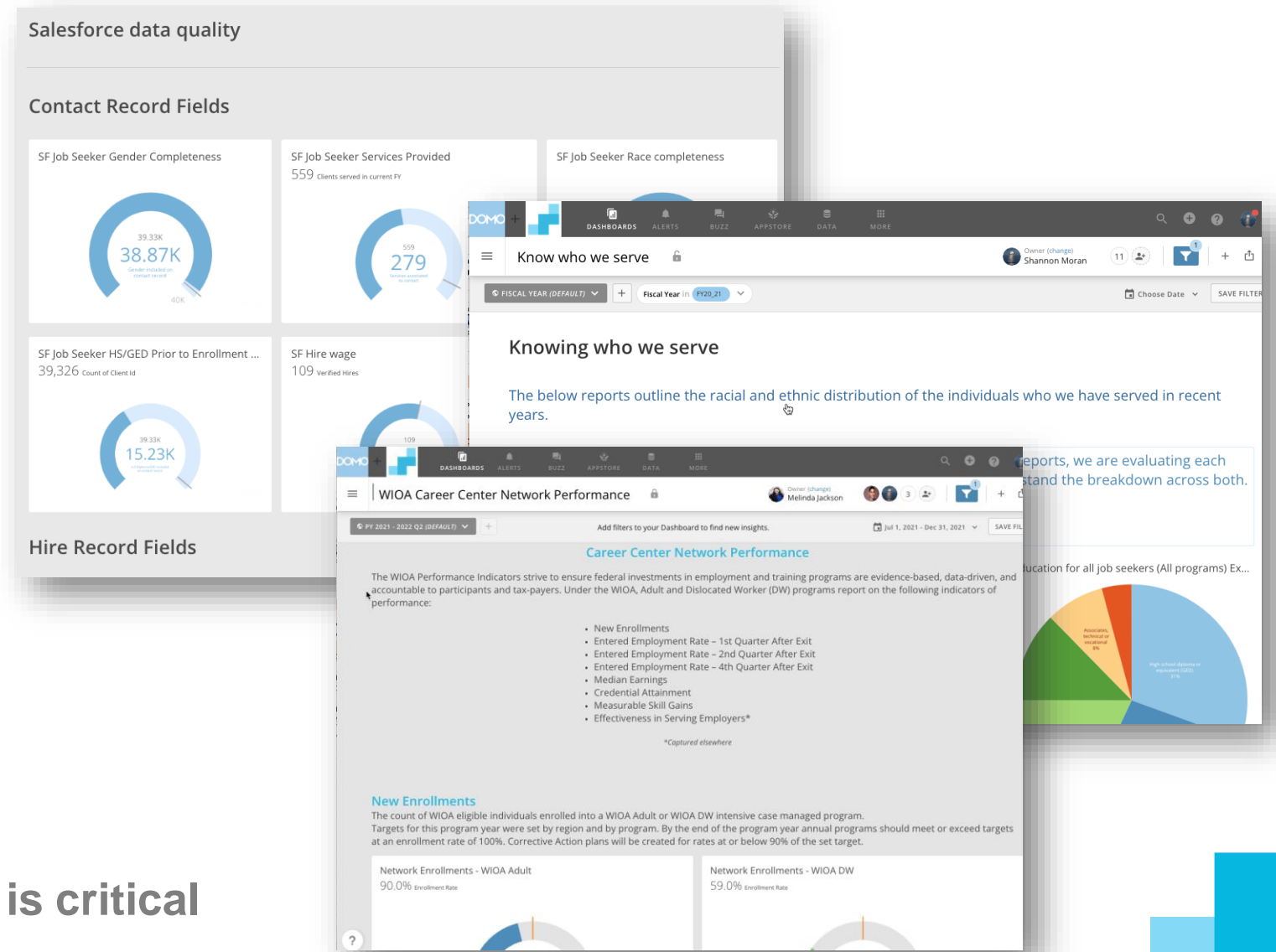
State Formulaic Funding

- WIOA state facilitated compliance via CalJobs
- Sub recipient performance monitoring



Data Stewardship & Literacy put into action

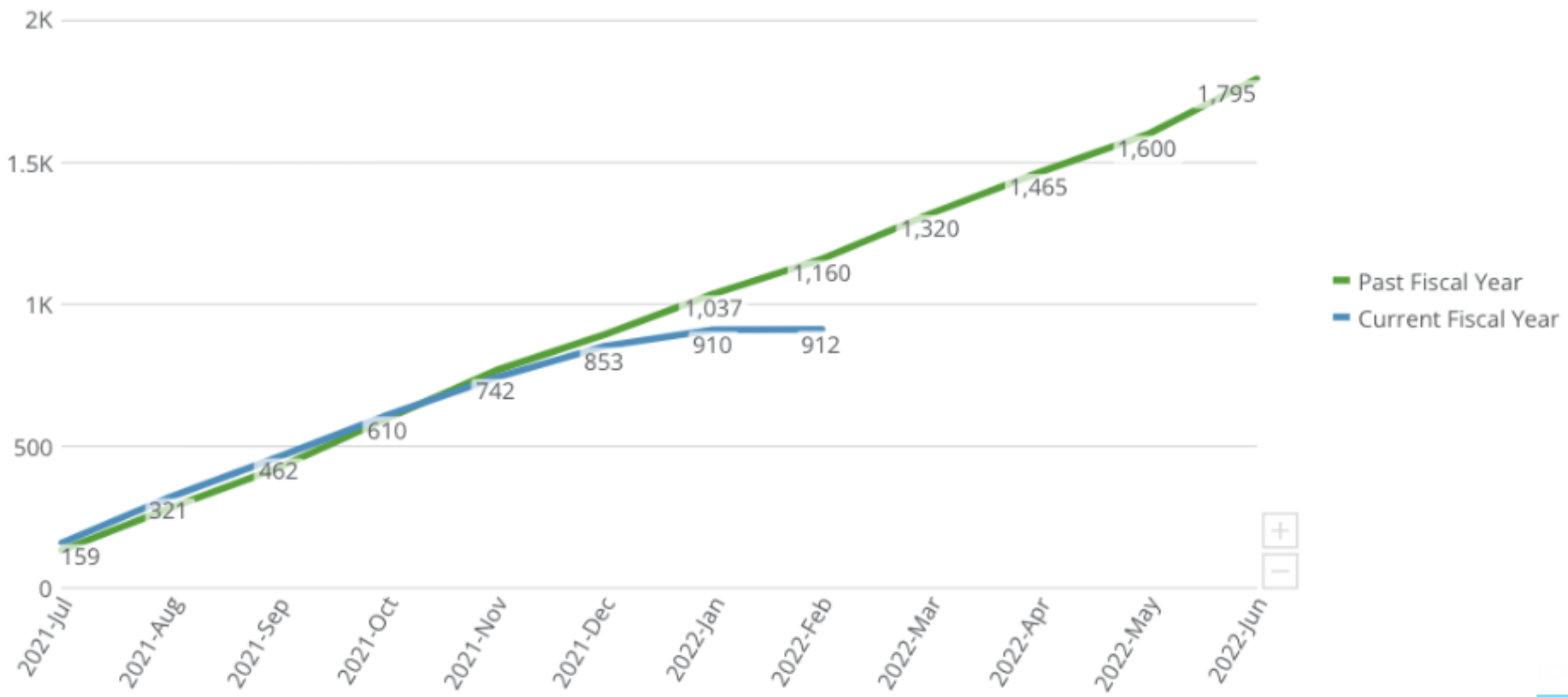
- Data Management best-practices and training
- Teaching organization how to describe and understand data
- Contextualization and definition to increase understanding
- Collaboration and distribution



▶ Engagement and accessibility is critical

Hires Rolling Total - (Year-Over-Year)

Jun 30, 2021 - Jun 30, 2022, by Month



Consolidation of data across all programs & systems for historical trend reporting



Executive Summary - Strategic Operations Report

Reporting period for all program outcomes is: 2021_2022

Outcomes Summary By Organization

We served 5,196 clients during this FYTD

1,827 clients were new enrollments this FYT

912 clients were placed in jobs this FYTD

Outcomes Summary by Department

Legend (For all outcomes tables)



Green Font: At or above 100% of Metric Target

Black Font: Below Metric Target

Grey Font: There is no Metric Target for this program or department in the current fiscal year; note that there may or may not be outcomes, even if there is not target

Department	Number Served vs. Target	Hired vs. Target	CCD vs. Target	MSG vs. Target	Trained vs. Target
Client Services	Actual: 3,617 Target: 2,170 167%	Actual: 797 Target: 1,422 56%	Actual: 114 Target: 266 43%	Actual: 356 Target: 427 83%	In Development

Department	Hired vs. Target	Job Ready vs. Target	Trained vs. Target
Sector Initiatives	Actual: 114 Target: 319 36%	Actual: 360 Target: 423 85%	In Development

*The Sector Initiatives hires do not include any non-enrollment hires.

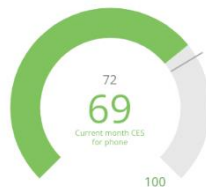
Customer Experience

These job placements are only our un-subsidized hires. The

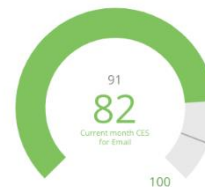
Customer Satisfaction - Website



Customer Satisfaction - Phone



Customer Satisfaction - Email



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Call Center Operations

The average incoming call is 3.9 minutes long

The average outgoing call is 2.4 minutes long

▶ Monthly Review of all departmental metrics with Executive & Leadership teams

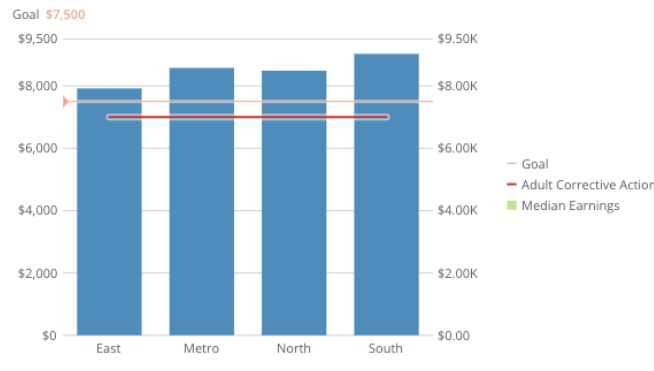
Scorecard - Local Standards (Current FY)

Program Name	Metrics Met	New FY Enrollmen... (Target: 1)	Training Completion (Target: 80%)	Post-Exit Credentials (Target: 80%)	Post-Exit Employ... (Target: 75%)	Related Employ... (Target: 50%)
Class A Truck Driver	5 out of 5	64	96% (51/53)	93% (28/30)	100% (30/30)	63% (19/30)
Class A Commercial Driver Program	5 out of 5	23	80% (16/20)	82% (9/11)	82% (9/11)	55% (6/11)
Class A/P Truck and Bus Driving	3 out of 5	5				
Class B/P Truck and Bus Driving	2 out of 5	5				

Median Earnings

The median earnings of program participants who are in unsubsidized employment during the second quarter after program exit.

Median Earnings - WIOA Adult



Median Earnings - WIOA DW



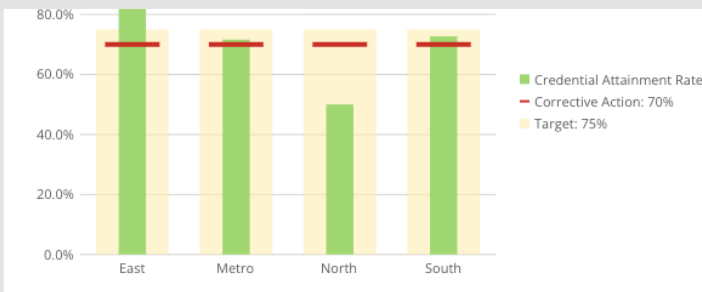
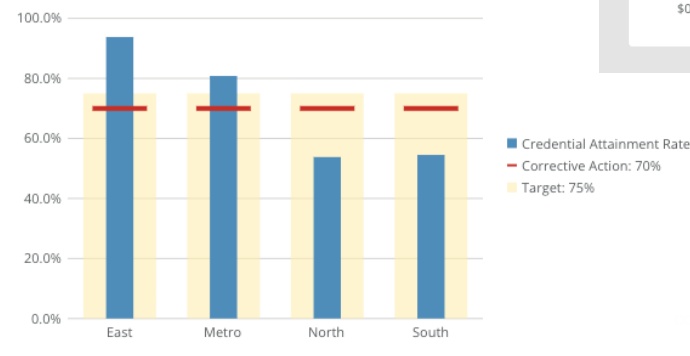
Credential Attainment

The percentage of participants who earned an industry recognized license, certificate or diploma. Partial certificates, or diplomas in order to be included as a position.

Target: 75% -- Corrective Action: 70%

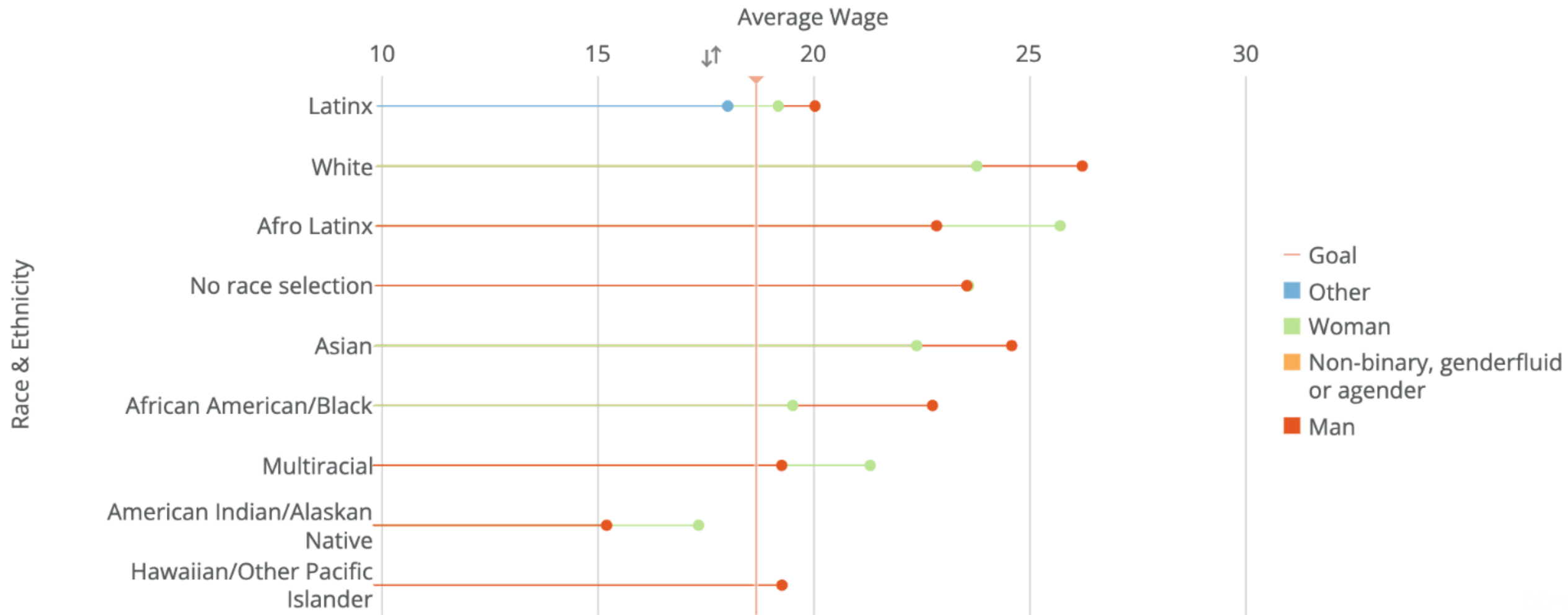
WIOA Adult - Credential Attainment

76.1% Credential Attainment Rate

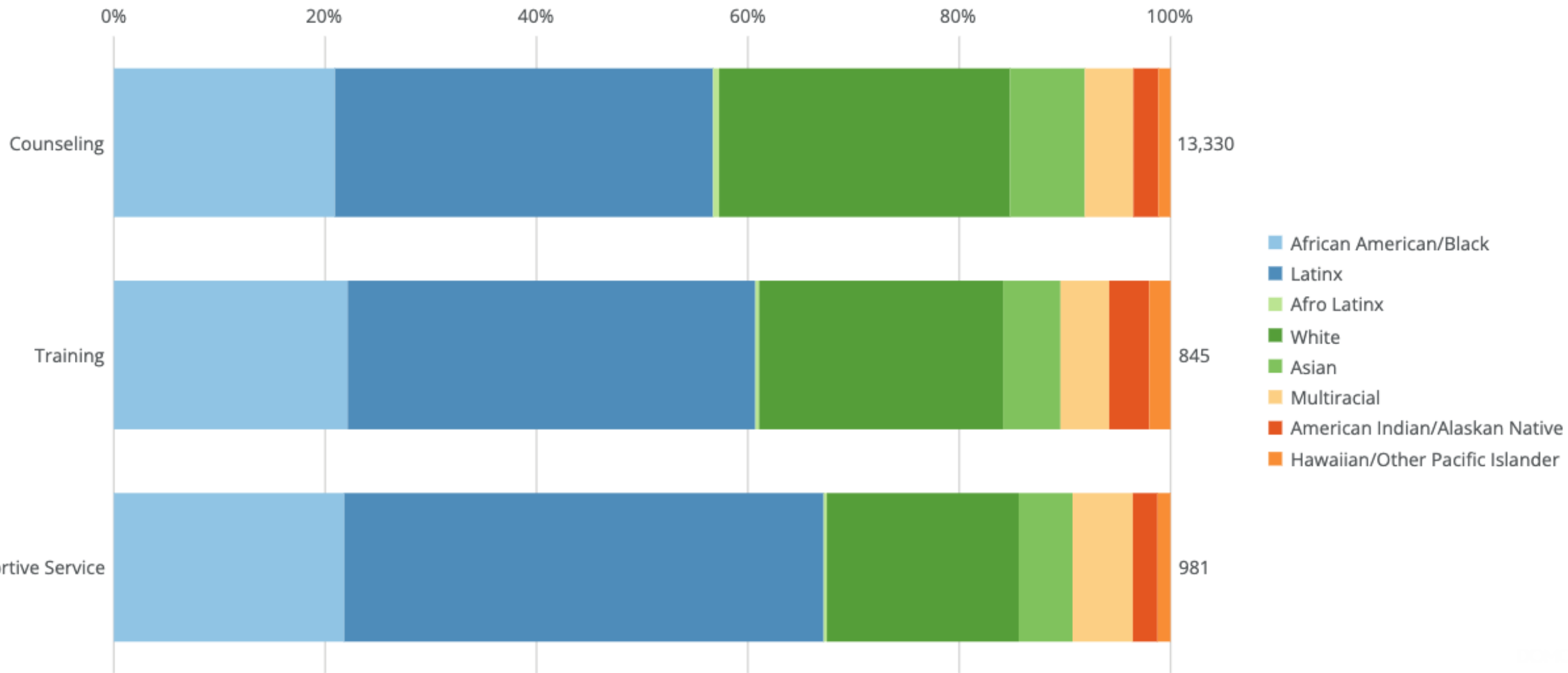


WIOA Performance Monitoring - Earning analysis against median and goal

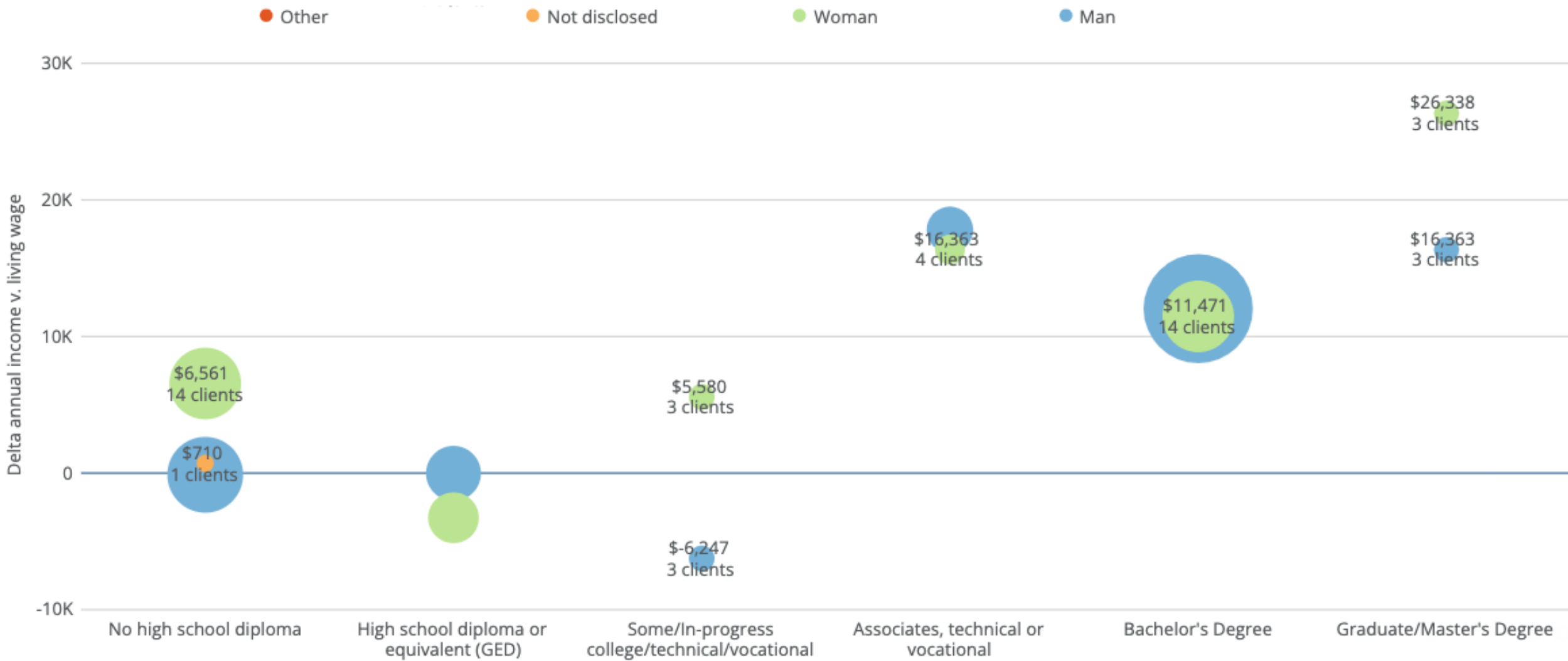
Goal 18.66



▶ Capture and appending demographic data for deeper analysis



► Distribution of Service Delivery analysis by any demographic element



▶ Living wage analysis of performance based on education and gender

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Data Sharing Programs

Expanding the data universe for deeper insights



Data Sharing Projects

- **Opportunity for Outcomes Initiative with Jobs for the Future and Google.org**
 - Two-year pilot program enabling workforce development boards and nonprofit job training providers to make better use of outcomes data.
 - Cohort 1 participation including consultation on technology and design.
- **Jobs and Employment Data Exchange (JEDx) with U.S. Chamber of Commerce Foundation**
 - Data collaborative to improve the collection and use of standards-based jobs and employment data for public and private applications
 - Employer Reporting to Federal and State Governments, Public and private workforce analytics and learner/worker empowerment and trusted records
- **Employment Development Department**
 - Data sharing request for wage and unemployment insurance data from Tax disclosure office (WIOA)
 - Exploring options via CWA, CWDB for non-WIOA



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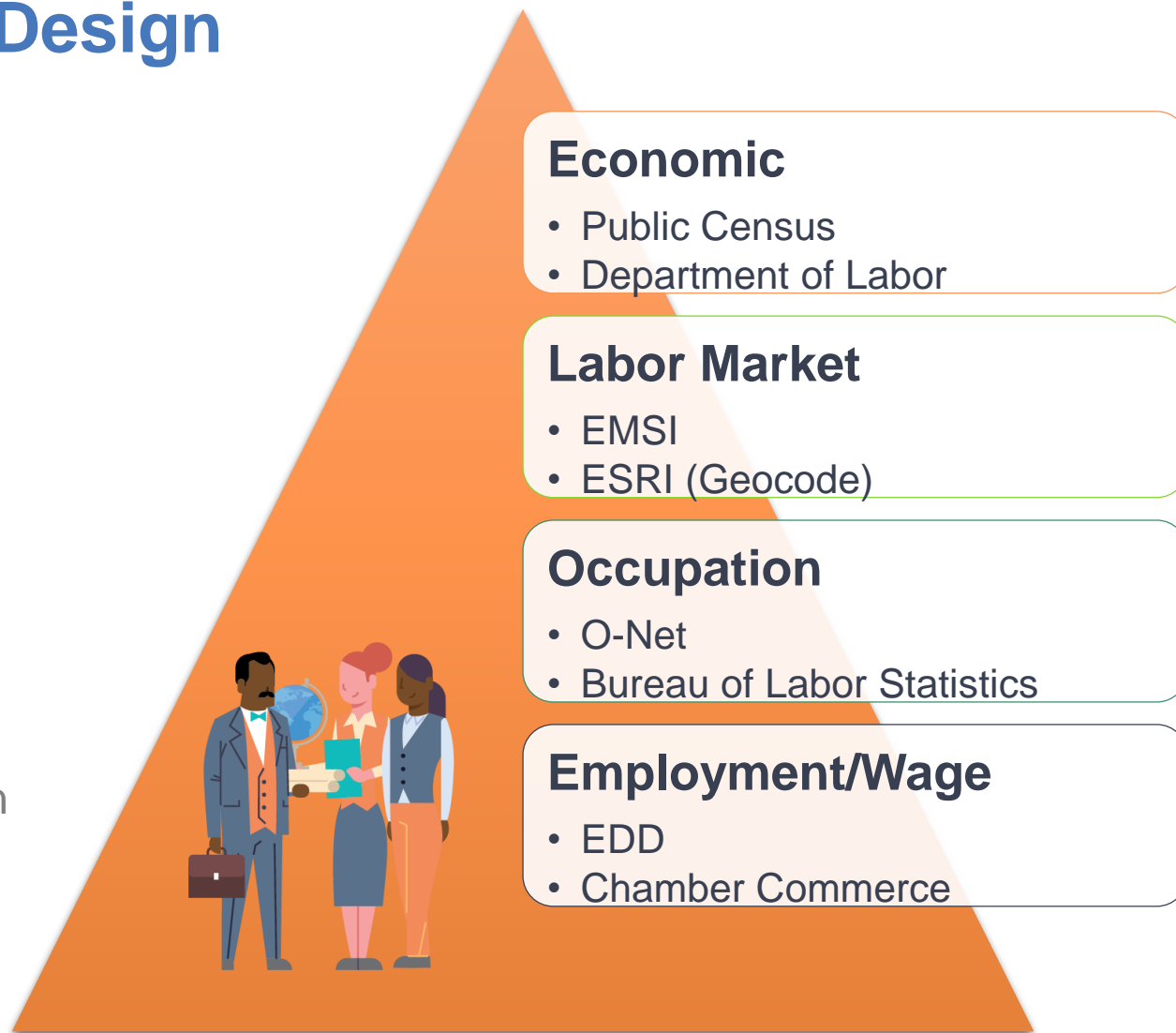
Economic & Impact Analysis

Understanding the needs of our local economy



Impact Analysis & Program Design

- Leveraging anonymized public data to inform program and organizational design
 - Ex. SD labor market data informing priority occupations
- Impact analysis focusing on individual earnings
 - Ex. Impact on earnings per population, provider etc..
- Training provider performance
 - Ex. Understanding student earning based on training program and provider



▶ Analyzing SD Workforce impact on our job seeker's lives



workforce.org