



Urban Partnerships for Welfare Reform: National Academy

*Engaging Employers and Supporting
Workers in the Workplace (B)*

Fort Worth



Key Features

- Immediate emphasis on assessment and career development
- Up front short term pre-vocational training for knowledge gaps
- Partner with CBO's, FBO's and educational entities for post employment support
- Emphasis on employer satisfaction



Successful Strategies

- In-depth understanding of skill sets needed to fill specific jobs
- In-depth understanding of job seekers skills
- Buy in from direct supervisors at the job site



Successful Strategies

- Ongoing training and support from Community Contractors and Workforce Center staff
- Incentives for both employees and employers
- Follow-up, follow-up, follow-up



Surprises

- Employers (both large and small) are usually excited to participate
- Customers skills sets aren't always tied to grade completion or TABE scores
- Community-based (and faith-based) organizations have provided more quality services than career center providers



Challenges

- Changing the mind set of career center staff (turning the Titanic)
- Meeting existing performance measures while implementing a new business model
- Working with customers to continue their career development plan after going to work



Replication Advice

- Be labor market specific in the beginning
- Find quality assessment tools for both employers and potential employees
- Start small and grow
- Develop your policies and procedures *before* you approach an employer
- Forget all government “speak”



Managing During Change

- Establish an on-going dialogue with frontline staff
- With input from those staff, develop standard policies and procedures
- Follow-up, evaluate, and retrain (when necessary)
- Establish an on-going dialogue with both customers and employers and solve problems before they become disasters



Visions for the Future

- Make customized training a major piece of our workforce system
- Have a seamless system of service delivery
- Maximize use of community dollars in support of customers as federal funding is cut