

Susquehanna Workforce Innovation Partnership (SWIP)

Quarterly Meeting
November 12, 2019

Agenda

2:00 Introductions

If you could instantly become an expert in something, what would it be and why?

2:10 Community Resources

- Financial Literacy Training: **Liz Monti**, APG Federal Credit Union
- Financial Counseling and Housing: **Steve Gasparovic**, Harford County Office of Community and Economic Development

3:00 2019-2020 Action Plan Discussion

3:50 Calendar and Upcoming Events



Community Resources

Financial Literacy Training

Liz Monti, APG Federal Credit Union

Financial Counseling and Housing

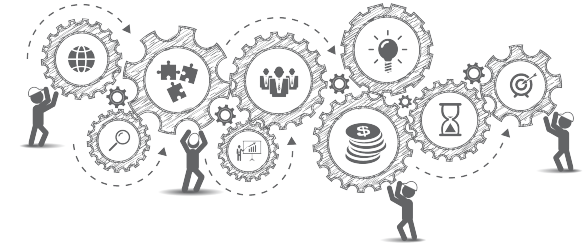
Steve Gasparovic, Harford County
Office of Community and Economic
Development



Today's Goals

1. Become acquainted with local resources in financial counseling and training for our customers
2. Define essential and life management skills as they pertain to the workforce system
3. Discuss 2019-2020 SWIP Action Plan and prioritize efforts

Strategic Goal 1 Feedback



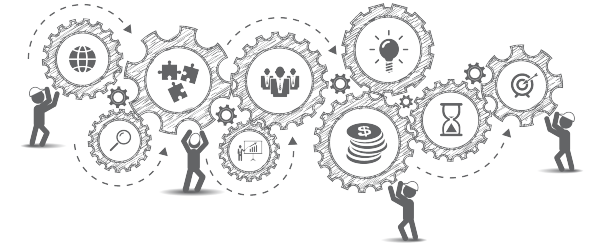
Strategic Goal 1	FY20 Action Steps/Milestones
<p>Increase earning capacity of Maryland’s workforce system customers by <u>maximizing access to employment</u></p>	<ul style="list-style-type: none">● Complete pathways – explore business services as new pathway, solicit industry input on existing five pathways, create accessible web-based tool and train job center personnel on how to use it. Promote it. <p><i>Comments:</i></p> <ul style="list-style-type: none">● <i>Focus less on pathways and look at employment industries in which our customers have had the most success and why</i>

Discussion

- Is the baseline data for this available?
- Would an analysis of this data be of value? Why?
- How would we use this data to help job seekers?
- How would we use this data to help businesses?



Strategic Goal 2 Feedback



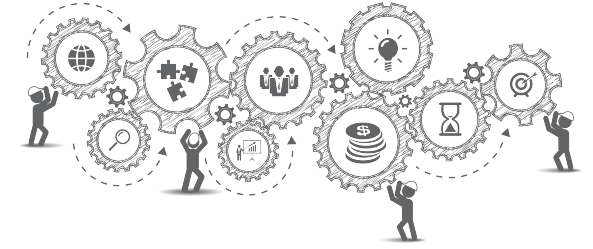
Strategic Goal 2:	FY20 Action Steps/Milestones
Increase earning capacity of Maryland’s workforce system customers by <u>maximizing access to and use of skills and credentialing</u>	<p><i>Comments:</i></p> <ul style="list-style-type: none"><i>I think that Goal 2: Maximizing access to and use of skills and credentialing is something that we should make a priority. The colleges and SWN have training programs, HOT Certificate programs, Workforce development scholarships that some of us are not aware of and not utilizing.</i>

Discussion

- Do we lack general awareness of training, certification programs and scholarships?
- Besides publishing the career pathways, what else can we be doing to increase awareness?



Strategic Goal 3 - Followup



SWOT Analysis results from our last meeting:

- Integrate "Essential Skills" training into technical skills training
- Create financial literacy course that everyone can use
- Scope out financial literacy as a competency -- do we understand the problem?
- Evaluate technical training for "essential skills" inclusion
- Have businesses report on how well clients show essential skills in the workplace (short questionnaire)
- Use the DSS model for employer communications
- Outbrief businesses when clients lose their jobs to determine the cause and assess relevance to lack of essential skills
- Evaluate Wanda's approach and define steps for success. Explore building workshop around this approach
- **Get the State to define Life Management Skills**
- Share feedback from employers with clients -- why do people get fired?
- Assess life management skills pre-employment and connect to career success



State Definitions

- **Life Management Skills** - The skills needed to address conditions and circumstances that impact our lives, including but not limited to nutrition, housing, stress, health, employment, financial literacy, etc. (i.e. **outside the workplace**)
- **Essential Workplace Skills** - The skills that people need to be successful for learning, work and life. These fundamental skills include communication, organizational, interpersonal, analytical, leadership, problem-solving, time management, and professionalism. (i.e. **inside the workplace**)

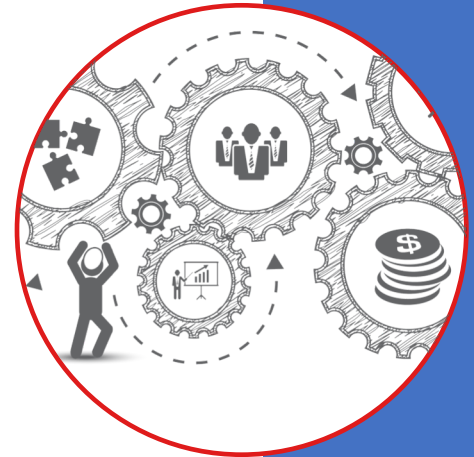
Soft Skills In Demand (*Susquehanna Labor Market Fact Sheet*)

Advertised Soft Skill	SWN	Cecil DSS	Harford DSS	DORS	HCC	Cecil College
Customer service						
Problem solving						
Interpersonal skills						
Decision making						
Risk management						
Flexibility						
Time management						
Mentoring						

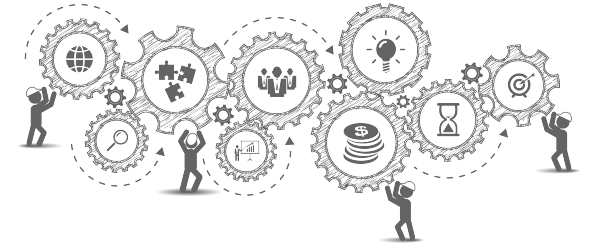
Soft Skill	SWN	Cecil DSS	Harford DSS	DORS	HCC	Cecil College
Emotional Intelligence	*			*		
Work Ethic						
Teamwork						
Coachability	*					
Communication Skills						

Discussion

- Do life management skills as defined by the State fall within our ‘wheelhouse?’
- Is financial literacy a skill we can support through training?
- Do we currently address essential workplace skills adequately?

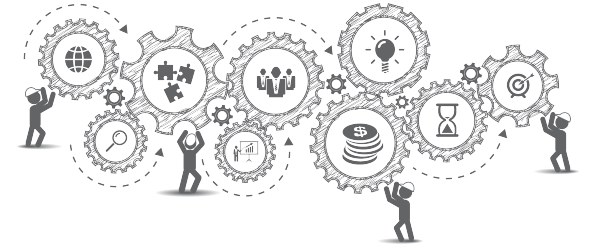


Strategic Goal 3 - Potential Objectives



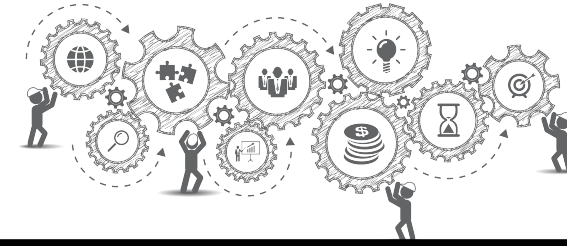
- Essential Skills
 - Have businesses report on how well clients show essential skills in the workplace (short questionnaire)
 - Outbrief businesses when clients lose their jobs to determine the cause and assess relevance to lack of essential skills
 - Share feedback from employers with clients -- why do people get fired?
 - Evaluate technical training for "essential skills" inclusion
 - Integrate "Essential Skills" training into technical skills training
- Life Management Skills
 - Assess life management skills pre-employment and connect to career success
 - Scope out financial literacy as a competency -- do we understand the problem?
 - Create financial literacy course that everyone can use
- Employee/Employer Communication
 - Use the DSS model for employer communications

Strategic Goal 4 – NO Feedback



Strategic Goal 4:	FY20 Action Steps/Milestones
Increase earning capacity of Maryland’s workforce system customers by <u>eliminating barriers to employment</u>	<ul style="list-style-type: none">● Continue to explore barriers as meeting topics during quarterly SWIP meetings. This year we will explore financial literacy, child care, mental health

Strategic Goal 5 Feedback



Strategic Goal 5:	FY20 Action Steps/Milestones
<p>Strengthen and enhance the effectiveness and <u>efficiency</u> of Maryland's workforce <u>system</u></p>	<ul style="list-style-type: none"> ● Improve lateral communications (among agencies) via website, emails, cross-trainings ● Conduct four workshops for workforce system employees that improve existing skills and provide common language ● Evaluate workforce system using metrics as required by state monitoring and accountability system ● Refine and launch online referral process ● Continue with cross-training sessions <p><i>Comments:</i></p> <ul style="list-style-type: none"> ● <i>Develop a universal referral form - Other counties have them</i> ● <i>Drop Refine and launch online referral process</i> ● <i>Develop a One-Sheet or summary sheet that explains services available. The sheet should be posted to our website so that we all have access to them. DSS, DORS, HCC and CC Adult Services, Senior Services etc.</i> ● <i>Develop a WIOA Partner Agency Acronym Listing</i>



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