

GOAL FIVE: Enable Data-Sharing for Better Coordination Between Workforce & Other Systems

Committee & Community Priorities

Data Sharing Infrastructure, User Experience Enhancement, Participant Feedback, Resource Allocation and Support, Data & Metrics Development, Improve System Processes, Improving Metrics and Evaluation

What does success look like?

- Shared language defining workforce development and goals.
- Strategic alignment or summary of how strategic plans, policies, and services work together.
- Shared data system to uncover workforce development services provided across life course and impact to clients and vulnerable communities.
- Interagency referral systems are operational.
- All workforce programs collect and report enrollment, completion, and placement data at a minimum.

Background and Process

Through two community meetings held in September 2023 and March 2024, community members co-developed the initial actions for each outcome, which were incorporated into the Plan. These meetings were crucial in shaping the direction of our approach.

Alongside these community contributions, CCWA working group members led a series of discussions to refine these actions. This collaborative process allowed us to produce a more focused and streamlined set of revised actions. The ongoing insights and input from the community were essential in guiding and informing the work of the group.

Outcome 5.1: Identify and reduce duplication and gaps in services.

| Action | Priority | Lead | Deadline | Cost | Success Measure |
|---|----------|------|----------|------|-----------------|
| Conduct a comprehensive landscape analysis to identify gaps in services and assess existing programs. | | | | | |

Initial Actions

- *Share best practices in workforce development with partners.*
- *Assess existing programs against best practices.*
- *Identify gaps in services.*
- *Create service delivery feedback loops.*

Outcome 5.2: Increased collaboration and efficiency across agencies and organizations.

| Action | Priority | Lead | Deadline | Cost | Success Measure |
|---|----------|------|----------|------|-----------------|
| Utilize landscape analysis to identify and study use cases for shared clients and vulnerable populations, facilitating targeted interventions across departments. | | | | | |

Initial Actions

- *Identify use cases for shared clients and vulnerable populations.*
- *Address privacy concerns first and develop memorandums of understanding.*
- *Develop a research plan to study use cases.*
- *Solve operational inefficiencies.*
- *Create a centralized database of workforce services and resources, and provide access to educators, teachers, and community-based organizations to better coordinate programs and connect participants to opportunities.*
- *Create an external-facing database of workforce services and resources for participant self-service.*

Outcome 5.3: Streamlined data, data-informed decisions, and validation of service models.

| Action | Priority | Lead | Deadline | Cost | Success Measure |
|---|----------|------|----------|------|-----------------|
| Develop a comprehensive set of unified metrics and definitions for workforce programs across departments to ensure consistent program evaluation and accurate data comparison. | | | | | |
| Establish a shared framework and implement a unified data system integration plan to facilitate consistent reporting, accurate data comparison, and effective tracking of outcomes. | | | | | |

Initial Actions

- *Create a unified data system integration plan.*
- *Establish pre- and post-measures to evaluate income levels and track participant progress.*
- *Collect data on apprentice placement numbers and financial literacy success to assess program impact.*

- *Implement LMI data-driven objectives to inform program development and improve outcomes.*
- *Collaborate with labor market research organizations to gather data and inform program development.*
- *Conduct research on technology trends and anticipate future workforce requirements.*
- *Develop a comprehensive set of metrics to measure the outcomes and impact of workforce development initiatives, with a metric for each desired outcome and a prioritization of the outcomes.*
- *Conduct targeted business analysis to gain a deeper understanding of local employment needs and trends.*
- *Regularly review and update the data used to measure real poverty in San Francisco to inform more effective interventions.*
- *Produce comprehensive analysis reports to support data-informed decision-making and continuous improvement of workforce development programs.*

Who will lead this work?

DCYF, DHR, HRC, HSA, OEWD

When will CCWA complete this goal?

June 2029