



Tab 9

Job Centers of the Future

Coordinating Board for Higher Education
March 3, 2021

BACKGROUND

The Job Centers of the Future (JCF) initiative will compare Missouri to its 14 Midwestern states on key workforce development data elements, workforce strategies, and policies. The collection of this information and strategies will inform the JCF taskforce on areas of improvement for Missouri and other policies implement in the public workforce system.

Further, this initiative will conduct focus groups for each region in four stakeholder areas including: employers, front line workforce staff (state staff and one-stop operator staff), local partner staff, and job seekers. These focus groups will inform Missouri's customer journey maps to understand the user experience.

The initiative will establish a marketing and outreach plan to promote Missouri's job center services to the public. Currently, there is not a statewide approach to promoting workforce development services and it may be confusing to job seekers and employers what services American Job Centers can provide.

Lastly, this initiative will have a finalized set of recommendations that will be presented and approved by the JCF taskforce and other stakeholders. This could be opportunities for technological investments, or policy changes by the governor, legislature, local governments or chief local elected officials to create a more effective and efficient public workforce system.

CURRENT STATUS

JCF is in the process of engaging partners and stakeholders through a series of policy workshops. There will be a total of five workshops; the WIOA partner workshop was held on February 2, with the four remaining scheduled throughout the months of February and March. Job seeker and employer journey maps have been drafted to show the avenues a customer may follow when connecting to job center services. Each journey map is being verified and confirmed with the respective job center and region.

NEXT STEPS

JCF is continuing policy workshops with stakeholders and partners. Once completed, recommendations will be generated based on the information, research and data collected.

Phase two of the initiative is slated to begin July 1, 2021. An RFP for the remaining two phases of the initiative has been drafted and is awaiting finalization. The RFP will be released mid-March.

RECOMMENDATION

This is an information item only.

NO ATTACHMENTS