RESOURCES

As a TechHire grantee, you have developed a substantial data system to fulfill the performance reporting requirements of your grant. Importantly, these data can also provide valuable insights into various components of your program and can support continuous improvement.

The following resources were collected as follow-up to the TechHire Virtual Institute session, “Using Your Data to Maintain Program Success.” This session highlighted how to use performance data to understand what’s working well, support continuous improvement to your program, and to communicate successes to key partners. The resources in this document provide additional information on the importance and utility of proper data collection and analysis. They also offer several strong examples that can inform your TechHire project’s approach to using data.

A Data-Driven Public Workforce System

This white paper was produced by the Newark Workforce Investment Board and derives from work done under a USDOL-ETA Workforce Innovation Fund grant.

- The report introduces “WorkStat,” whose mission is to provide a forum for strategic conversation among Newark One-Stop Career Center decision-makers about continuously improving the Center’s programs and the public workforce system as a whole.
- Appendix B provides an overview of the Newark One-Stop Career Center’s data-driven meeting components, such as leading and lagging indicators and categories of measures.

Piloting and Replicating What Works in Workforce Development: Using Performance Management and Evaluation to Identify Effective Programs

This report is based on experiences of the New York City Mayor’s Office for Economic Opportunity. It draws various lessons on how to improve the efficacy of workforce development policies.
In particular, “Lesson 4: Performance Management and Evaluation Are Key from the Start,” provides three conclusions:

- Agencies need a functional management information system that can produce dashboards to help program staff see program data in real time.
- Numbers alone do not tell the full story; performance monitoring and improvement requires both qualitative and quantitative information.
- Program participants need information about available training options and their value.

**Picturing the Workforce: Considerations for Effectively Presenting Data**

This report, produced by the Workforce Data Quality Campaign, focuses on the importance of how to effectively present data to key stakeholders and partners. Key principles discussed include:

- Design for the audience
- Send a message
- Identify tools and capacity
- Make visualizations

**Are People Getting Credentials that Lead to Jobs? Using Dashboards for State Workforce Planning**

This report by the National Skills Coalition focuses on state-level dashboards for policy makers. However, it also highlights basic principles such as what data to display, the importance of showing data over time, and how to help stakeholders interpret the information.