










# Strategic planning services to forge your next-gen workforce




A roadmap to enhance service quality, improve efficiency, strengthen partnerships and service integration, and achieve better outcomes.

One of the goals of the Workforce Innovation and Opportunity Act (WIOA) is to strengthen the alignment between the workforce development system and employers through enhanced service delivery. This alignment enables individuals—especially those facing barriers to employment—to receive comprehensive, coordinated support, helping them develop skills and access job opportunities that provide a living wage. WIOA's priorities are:

 Expanding access to services	 Aligning workforce, education, and economic development systems	 Focusing on regional and local flexibility	 Accountability and performance measurement focusing on regional and local flexibility
 Employer engagement	 Supporting career pathways	 Streamlining service delivery	

## KPMG: Empowering workforce development with strategic planning

WIOA aims to streamline and coordinate workforce development efforts, but integrating the various programs and resources is a complex task. Overcoming these challenges will require ongoing collaboration, innovative approaches, and a commitment to continuous improvement. Here's how KPMG can help:

 <b>Expanding access to services</b> KPMG develops outreach strategies to help the workforce system better engage underserved populations through targeted marketing campaigns, partnerships with community-based organizations, and mobile or remote service delivery models.	 <b>Aligning workforce, education, and economic development systems</b> KPMG has extensive experience helping workforce systems establish advisory councils composed of key industry, education, and workforce development stakeholders to the evolving market needs and foster stronger collaboration and service efficiency.
 <b>Focusing on regional and local flexibility</b> KPMG conducts local labor market analyses and skills assessments to help workforce boards design programs that align with employer needs. We also provide technical assistance and capacity-building workshops to tailor WIOA services and help maximize their impact based on local labor markets.	



### Accountability and performance Measurement

KPMG performs program evaluations that measure WIOA core metrics and additional metrics, such as employment outcomes, skill gains, accessibility, employer satisfaction, program efficiency, and training effectiveness. We develop actionable dashboards for real-time performance monitoring, allowing for timely decision-making and prompt addressing of low-performing programs.



### Employer engagement

KPMG analyzes employer feedback, unveil the unfulfilled need, and identify opportunities to to enlarge the impact of employer-led programs, enhance sector-based strategies, and achieve a strong public-private partnership through effective work based learning programs



### Supporting career pathways

KPMG designs clear, structured career pathways that offer multiple entry points tailored to participants' skill levels. These pathways provide both short-term and long-term opportunities for education, training, and career progression, offering flexible support for career advancement.



### Streamlining service delivery

KPMG develops workflows and customer journey mapping that help identify opportunities to simplify reporting, compliance administrative, and programmatic processes. Our solutions allow frontline staff to focus more on participant outcomes, reducing administrative burdens and enhancing service delivery efficiency.

## Overcoming challenges

WIOA aims to streamline and coordinate workforce development efforts, but integrating the various programs and resources is a complex task. Overcoming these challenges will require ongoing collaboration, innovative approaches, and a commitment to continuous improvement. Here's how KPMG can help:



### Empowering workforce development with strategic services addressing service utilization disparities

KPMG develops targeted outreach strategies to engage underserved populations by partnering with community organizations and delivering cultural competency training for staff. This approach drives increased access to workforce services for those who need it the most.



### Enabling collaborative, cross-agency workforce development effort

KPMG facilitates collaboration among workforce organizations, education providers, and infrastructure agencies to form a concerted effort to identify training and service elements and design new programs to meet the long-term needs of job seekers and employers.



### Aligning training with market needs

KPMG works closely with employers to align training programs with labor market demands. We establish employer advisory boards and create customized roadmaps for apprenticeships and on-the-job training programs that meet the evolving needs of businesses.



### Improving program outcomes

KPMG's data-driven analysis identifies disparities in program outcomes for individuals facing barriers to employment, which staff can use to guide their approach to case management. Using this insight, we develop targeted strategies to enhance participants' long-term success.



### Enhancing staff training and capacity

KPMG delivers comprehensive staff training programs to improve case management and service delivery. We offer mentoring for less experienced staff and continuous professional development, helping ensure your team is equipped to meet the unique needs of job seekers.



### Increasing accessibility to services and jobs

KPMG advises local workforce boards on strategies to build partnerships with transportation, housing, and childcare providers, addressing critical barriers to employment. We also guide the expansion of remote service options, such as online portals and virtual counseling, to improve accessibility for participants facing logistical challenges.



### Integrating services and coenrollment

KPMG supports the development of integrated data-sharing and case management systems that streamline service delivery. We facilitate regular collaboration between partner agencies to help ensure effective coenrollment and holistic support for participants.



### Raising awareness of American Job Centers (AJCs)

KPMG designs and implements public awareness campaigns to increase the visibility of AJCs. By partnering with schools, libraries, and community centers, we help inform local communities about available services that can improve employment prospects.



### KPMG can help

Our innovative solutions help WIOA programs optimize service delivery, enhance outcomes, and meet the needs of today's workforce. Contact us to learn how KPMG can help your organization drive success.

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