



UNITED STATES DEPARTMENT OF LABOR

Employment & Training Administration - Region 2

Empowering Customers to Make Data Driven Decisions in Workforce Preparation

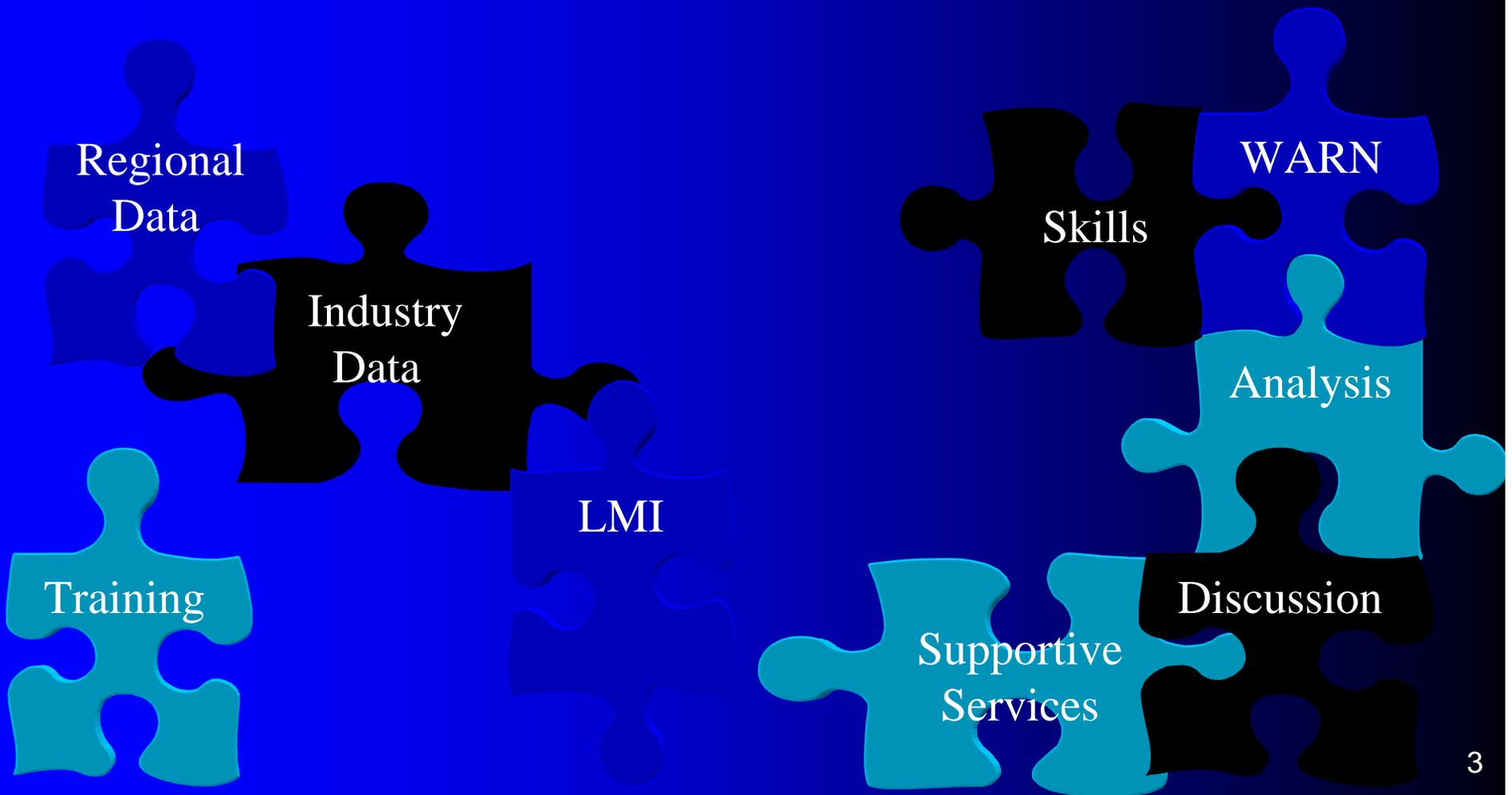


Purpose

- Help you as case managers understand your role in guiding customers through data-driven decisions
- Understand current challenges and successes in data-driven case management
- Identify data sources and tools to aid case managers
- Discuss how to empower customers to use data to make decisions



Bringing it all together...





Discussion Question #1

What is *your* experience of the “changed customer”? What does that mean for the role of data in decision-making?

- Experienced professional
- College educated
- Average or above average income earner
- Affected by lay-offs or plant closings
- Useful skill set without a place to use it
- Not your “typically served” customer



Discussion Question #2

What are examples of data that might be used in case management?

The screenshot displays the Oracle Data Miner interface with several windows open:

- Table Window (CD_BUYERS):** Shows a list of customer records with columns: CUST_ID, CD_BUYER, AGE, MARITA, ANNUAL_IN. The data includes records for ages ranging from 17 to 84.
- ROC Curve Window:** Displays a Receiver Operating Characteristic (ROC) curve for the model. The True Positive Rate is plotted against the False Positive Rate. The Area Under the Curve is 0.874251.
- Decision Tree Window (CD_BUYERS20881_DT):** Shows a tree structure with nodes and predicates. The root node is 'true' with a confidence of 0.7600 and 1,804 cases. Subsequent nodes include predicates like 'RELATIONSHIP is in (Husband ...)', 'PAYROLL_DEDUCTION <= 97.5', and 'CAPITAL_GAIN > 5715.5'.
- Histogram Window (Histogram for selected attribute):** Shows a histogram for the 'AGE' attribute. The x-axis is 'Bin Count' (0 to 700) and the y-axis is 'Bin Range'. The distribution is roughly bell-shaped, centered around 30-40. Statistics provided include: Sample count: 3000, Minimum value: 17, Maximum value: 90, Average value: 38.5, Variance: 186.88, Sigma: 13.67, Skewness: 0.61, Kurtosis: -0.04.



Discussion Question #3

Are there challenges to using and sharing data in case management?

- Are customers ready for data decision making?
- Are case managers ready? Able?
- Is data available for case managers to use?





Case Manager's Role in Facilitating Data-driven Decisions

- Identify what data is needed and/or listen to customer's data needs
- Provide/make data available
- Interpret data as needed
- Assess needs for additional data throughout work with customer



Key Types of Data and Information

- Information about layoffs/closings- which industries, occupations and companies are shrinking? Permanent or seasonal changes?
- Where is hiring still occurring? Are there still growth pockets within shrinking industries (such as manufacturing)?
- Where is long-term growth projected? Where are the safe bets for customers?

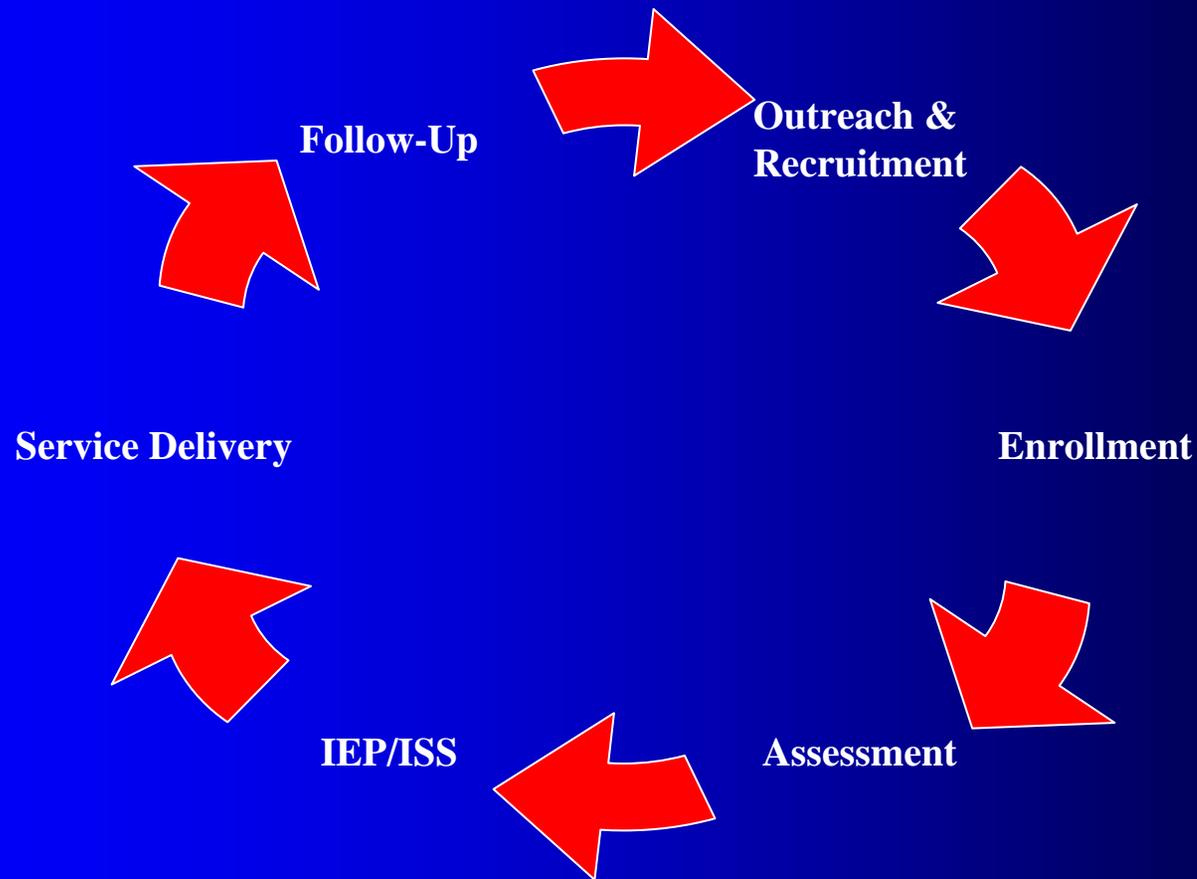


Types of Data and Information (cont'd)

- What skills and experience are needed in the growth industries/occupations?
- What training or education is needed to acquire those skills?
- What programs in the region are providing that training/education?
- What is the time and financial commitment required by those programs?



Different Information for Different Phases of Case Management





How to Deliver Information to Customers

- Provide a local or regional overview- a piece that addresses the questions we've asked previously
- Where possible, include information that represents an economic region, and can then be broken down by county or LWIA
- As a complement piece, provide a listing of tools, websites, etc. that customers can access for their ongoing use



How to Deliver Information to Customers (cont'd)

- Pull together and share additional data specific to customer needs and interests
 - Industry/occupational skill needs
 - Appropriate training programs and local availability
 - Commitment of time and resources required
- Packaging can include a folder so that additional information can be added in the future



Data and Information Sources

- Products from State LMI offices and BLS-
Make customized requests!
 - Many of these available on state websites
- Web resources for skills and training requirements (such as O*Net)
- Internal sources at One-Stops:
 - Business services units
 - Community college partners



Data and Information Sources (cont'd)

- Internal sources at the WIB
 - Statistical tools through the WIB or WIB partners such as the Planning District Commission
 - Anecdotal information from Board members, including Economic Development Directors
- WIB support of data-driven case management is critical!



Web Data Resources Examples

- State LMI office websites
- Local data websites through partners
- <http://online.onetcenter.org>
- www.careeronestop.org
- www.workforce3one.org
- www.DOLChallenge.IdeaScale.com



www.DOLChallenge.IdeaScale.com

- TEN 16-09 Subject: Tools for America's Job Seekers Challenge
- Goal: Help WF decision makers identify useful on-line tools so they can make them available through One-Stop Career Centers
- *Crowdsourcing* will facilitate comments and recommendations regarding tools



What is working in data-driven case management?





Summary

- How data/information can be used by case managers and customers
- Case manager's role in guiding customers through data-driven decisions
- Different types of data that inform each phase of case management
- Data/information sources and tools to support case managers and customers