

Overview of Maturity Model Matrices (M_3) and Inventories

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Objectives

- Provide history of the DPN Initiative and Maturity Model
- Provide overview of the intent behind the Maturity Model
- Review both the state and local models
- Explain how to use the Inventories
- Discuss ways to interpret results

History

- Four state study
- Evaluation team
- February through July 2005
- Interviewed 117 people
- Evolution of the Maturity Model to include a state and local perspective

Initial DPN Maturity Model



Gauge maturity level of DPN
implementation in the Workforce
Development System
“It Takes Time”

Concept Further Refined

- State Maturity Model Matrix *for the Workforce Investment System*
- Local Maturity Model Matrix *for One-Stop Career Centers and Partners*

Maturity Model Matrices (M₃)

- 5 phases from initial start up to full implementation
- 5 focus areas
 - Expertise
 - Accessibility
 - Problem solving
 - Sphere of influence
 - Structure of the DPN Initiative (state only)

DPN Implementation

- Key indicators identified for each phase
- Implementation can change over time and fluctuate
- Changes can occur due to personnel changes, policy, economic environment, etc.

State Maturity Model Matrix

- Intent is for the Workforce Investment System
- Refers to Workforce/Labor State Leadership
- Includes state level partners
- Includes industry leaders vs. specific employers

State Expertise

- Measures the resources the Workforce Investment System and/or State Workforce Investment Board (SWIB) have in place to assist staff within Centers in gaining knowledge related to the employment issues of people with disabilities.

State Expertise

- Availability of professional technical assistance for DPNs
- Formalized and standardized training and assessment of training needs
- Funding for training
- Ability of DPNs to be resources for each other



State Expertise

Less Mature to Mature

- No formal state level training, identified personnel or designated funds for training
- State has standardized way to train new DPNs and personnel and provides incentive dollars

Local Expertise

- Measures the knowledge of staff within the One-Stop Career Centers related to the employment issues of people with disabilities

Local Expertise

Less Mature to Mature

- No materials, training, expertise or resources for staff to learn how to service jobseekers with a disability – Job seekers referred to a “disability silo”
- All workforce staff comfortable serving job seekers with disabilities and standard training in place

State Accessibility

- Measures the degree to which physical, programmatic, and attitudinal barriers are identified and eliminated, to what extent the Workforce Investment System and/or SWIB has supports in place for making Centers accessible, and to what degree do the state leaders model using universal access.

State Accessibility

- Physical – state rules, regulations, plans and where and how state leaders conduct and hold meetings
- Programmatic – policies require universal access and modeled at state level practices
- Attitudinal – belief that workforce investment system can and should serve jobseekers with disabilities

State Accessibility

Less Mature to Mature

- State level staff does not consider purchasing and updating adaptive equipment for the Resource Rooms – and does not model holding meetings in accessible locations
- In all meetings, state level personnel ensure the meeting is accessible – handouts in large print, presentations available on disk, interpreters present and closed/open captioning automatically done on videos, etc.

Local Accessibility

- Measures the degree to which physical, programmatic, and attitudinal barriers at the One-Stop are identified and eliminated

Local Accessibility

Less Mature to Mature

- Does the job seeker navigate a more narrowly isolated corridor that highlights his disability – disability job fairs, designated accessible workstation
- Center offers a fully accessible building, programs, services and opportunities – no “disability queues”

State Problem Solving

- Measures what the state has in place to identify problems, level of integration of the Workforce Investment System with other agencies in creating solutions, and the capacity of the state to address these issues. Designated State Leadership Team is introduced and captured in this focus area.

State Problem Solving

- Creation and use of state data
- Who works on the problems and solutions
- Collaboration – common goals
- Does the Workforce Investment System and/or SWIB work with other agencies who serve individuals with disabilities

State Problem Solving Less Mature to Mature

- Very limited data collection or analysis of data to make decisions and little communication between agencies
- State Designated Leadership Team recommends and implements policy/procedures

Local Problem Solving

- Measures the degree to which the Center focuses on solutions for the needs of One-Stop Center customers with disabilities, and building its capacity to do so. Integrated Resource Team (IRT) is captured in this variable.

Local Problem Solving Less Mature to Mature

- Job seekers with disabilities sent to other agencies or to Navigator – case management approach
- Use IRT approach and blend and braid funding and services around the individual – workforce staff use a variety of tools for individualized approach

State Sphere of Influence

- Measures the degree to which members of state Workforce Center leadership are perceived as experts in employment issues for persons with disabilities and valued highly enough by state level partners and businesses to be consulted as experts.

State Sphere of Influence

- Industry Leaders and Businesses view workforce system as resource
- Designated State Leadership Team exists and include key partners from inside and outside workforce system
- Leadership Team is recognized by outsiders as a resource

State Sphere of Influence

Less Mature to Mature

- No one views One-Stop leadership as a resource for disability issues
- Agencies serving individuals with disabilities and industry view One-Stop leadership as a resource and workforce system takes on recognition of the leadership team

Local Sphere of Influence

- Measures degree to which the Center's perceived expertise in employment issues for persons with disabilities is valued highly enough by community partners and businesses to be solicited as they pursue their own missions.

Local Sphere of Influence

Less Mature to Mature

- Center does not work with outside agencies and staff do not participate with outside committees
- Center identifies obstacles to employment and partners with business, other agencies, the disability community and broader community to address them

State Structure of DPN Program

- Measures what is in place at the State level so that Centers and the State can carry out and continue the DPN Initiative in a way that is consistent with US DOL's vision.

State Structure


- Funding sustainability
- Adherence to DOL vision
- DPN allocation
- Reporting structure
- Where DPN housed

State Structure

Less Mature to Mature

- No agreement on who DPN reports to or housed and Center does not assume supervision of the DPN
- DPN vision implemented in all Centers and DPNs report to supervisors in Centers

State and Local Inventories



Tools to assess the level of
implementation of the DPN
Initiative

Goal of the Maturity Model Inventory

- Identify the phase of implementation of the DPN Initiative as defined by the key areas in the Maturity Model Matrix
- Educate partners about the growth of the program
- Orient new staff
- Provide policy direction
- Identify priorities for technical assistance.

State Level Inventory

The state inventory is designed to be completed by the state leaders such as

- DPN State Lead
- State identified technical assistance and training entity
- Leaders from your state's system that oversee the DPN Initiative
- Leaders from the One-Stop system

Local Level Inventory

The local level inventory is designed to be completed by

- DPN
- Staff at the One-Stop Career Center
- Community based agencies and partners

State Level Inventory

Four sections match matrix

- Expertise
- Accessibility
- Problem-Solving
- Sphere of Influence
- State Structure

Thank You!

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