



Identifying Workforce Development Partners in Your Community

Workforce development programs contribute to the vibrancy of communities by creating a strong labor market that includes low- and moderate-income qualified candidates and employers that have job openings.

Workforce development refers to various programs, services, and initiatives that enhance the skills of individuals to join the labor market in the context of local and regional workforce needs. Services vary based on the job seeker and community, and include:

Examples of workforce development activities may include:

- **Education and training:** equipping candidates with the knowledge and skills needed to obtain and maintain employment, including through classroom and/or on-the-job training.
- **Job placement and career services:** providing job seekers with career counseling, assistance in navigating the job search process, and referral to employers.
- **Engagement with employers:** supporting employers to identify qualified job seekers, recruit candidates, and retain employees once on the job.
- **Supportive services for jobseekers:** helping with housing, transportation, childcare, and other supports necessary to obtain and maintain employment.
- **Gathering local, state, and national labor market data:** providing and utilizing data on local labor market trends to tailor workforce services to the community.

Workforce Development Providers In Your Community

Various entities support workforce development in local communities, including:

American Job Centers (AJCs): AJCs house a variety of federally and locally funded service providers and are designed to provide disabled and nondisabled job seekers with a full range of assistance under one roof. AJCs offer training, career counseling, job listings, and similar employment-related services. AJCs are located throughout the United States, serving primarily low- and moderate-income communities.

Vocational Rehabilitation (VR): Each state has a VR agency that helps people with disabilities obtain and maintain employment. In some states, the agency serves people with any type of disability; in others, there is a separate agency that provides employment services specifically to low-vision or blind job seekers. VR primarily serves low- and moderate-income individuals with disabilities.

Adult Education and Family Literacy Act (AEFLA) Programs: AEFLA programs increase educational and workforce development opportunities for adults as workers, parents, and citizens. This includes helping adults become literate, obtain the knowledge and skills necessary for employment and economic self-sufficiency, attain a secondary school diploma, and transition to postsecondary education and training, including through career pathways.

RESOURCES TO LEARN MORE



Workforce System and Bank Partnerships: A “How-To” Guide

This online toolkit provides a blueprint to help establish relationships between the workforce system and banks.

Engaging Workforce Development: A Framework for Meeting CRA Obligations

This guide provides information on workforce development and Community Reinvestment Act (CRA) opportunities.

Workforce and Bank Partnerships: Tales of Three Workforce Boards

This webinar shares strategies to build connections between workforce boards and banks and leverage bank resources.

Community Reinvestment Act FAQs

These FAQs can help workforce system staff learn how to leverage bank resources to improve economic self-sufficiency and employment outcomes for low- and moderate-income individuals.

Workforce Development System and Bank Partnerships In Action

The U.S. Department of Labor (DOL) is interested in capacity-building strategies in the workforce system to leverage CRA efforts through bank investment in employment for low- and moderate-income individuals with disabilities. Thus, DOL partners with [National Disability Institute](#) and [Social Policy Research Associates](#) through the [LEAD WIOA Policy Development Center](#) (LEAD Center). In 2021, the LEAD Center worked with workforce development boards to build workforce and bank partnerships at three pilot sites: Albany, New York; Kalamazoo, Michigan; and Fort Lauderdale, Florida. Each pilot site had a different area of focus.

Albany, NY

Building Career Pathways to Meet Demands of the Financial Service Sector

In Albany, the Capital Region Workforce Development Board focused on enhancing and strengthening financial services career pathways, especially for low- or moderate-income applicants from historically underserved populations. The pilot leadership team worked with bank partners to identify a career pathway that led from entry-level teller to mid-level loan reviewer. Capital Region Workforce Development worked with its local Bank On coalition and the Creating Assets, Savings, and Hope (CA\$H) coalition to connect with financial institutions. The workforce development team also educated the public, targeting underserved communities, about careers within the financial services sector, creating an additional recruitment pipeline. The pilot is continuing its work by hosting a financial services roundtable to further identify the needs of financial institutions and opportunities to build career pathways within the sector.

Kalamazoo, MI

Enhancing Job Seekers' Success with Financial Literacy Workshops

The Michigan Works! Southwest workforce service center developed a financial literacy workshop series held biweekly for job seekers. The series of eight workshops, led by a CRA officer of a local bank, had a total of 80 attendees. Michigan Works! Southwest also worked with its local CRA alliance to provide food for workshop attendees. Workshops included sessions co-facilitated by a career coach and a CRA officer. Topics included preventing identity theft, learning about credit scores, and getting out of debt. The financial literacy workshops are continuing with youth programs.

Fort Lauderdale, FL

Creating Partnerships with Diverse Stakeholders to Build Bank Partnerships

CareerSource Broward focused on developing new partnerships to enhance and strengthen financial services career pathways and to increase the financial capability of low- and moderate-income adults. CareerSource Broward recruited a bank representative to its board of directors, had the financial institution provide financial education workshops, and built relationships with federal bank regulators (Federal Deposit Insurance Corporation and Office of the Comptroller of the Currency). The new relationships with bank regulators helped forge new connections with financial institutions and supported CareerSource Broward in working with banks. CareerSource Broward continues to work with federal regulators by participating in community events together.

