Executive Summary

A Systematic Approach to Grantee Service Delivery and Performance Part 1

12/13/2018
Moderator: *Michi McNeace*
Speaker: *Bennett Pudlin*

This webinar is an opportunity to improve your service delivery and performance measures.

Information is Knowledge—this session will cover the following:

- A high-level approach to an effective Service Delivery Model (SDM) to produce the desired outcomes;

- How existing programmatic data can be the catalyst to better service delivery; and

- How to use your SDM to develop strategies and processes to meet customer needs and grantee performance goals.

Run of Show	
Welcome	0:00
Objectives, Introductions	0:24
Service Delivery Model	2:36
SCSEP Core Measures	6:13
How Program Elements relate to Performance Measures	7:55
Knowledge Check	20:50
Using InfoSPACE	25:50
Tools for Assessment	33:10
Participant Profiles	38:10
Knowledge Check	39:40
Placement	47:44
Knowledge Check	51:45
Preparing Participants for Employment	1:01:10
Tools for Assessing the Placement Process	1:03:14
Knowledge Check	1:08:30
Analyzing Employment Outcomes	1:13:34
Q & A	1:26:48
Wrap up	1:28:27

EMPLOYMENT AND TRAINING ADMINISTRATION
UNITED STATES DEPARTMENT OF LABOR

■ **Federal** ■ *State* ■ *Other*

WorkforceGPS
Navigate to Success

*timestamps are not hyperlinked