



Advising decision-makers on **how to improve economic outcomes for communities** around the country.



www.skilledwork.org



(734) 769-2900



info@skilledwork.org

CSW envisions a society in which every person is able to earn a family-sustaining income, achieve upward mobility, and adapt to the future.

Corporation for a Skilled Workforce (CSW) is a national workforce policy non-profit that partners with government, business, education, and community leaders to cultivate good jobs and the skilled workers to fill them. Since 1991, CSW has catalyzed change in educational and labor market systems, focusing on scalable improvements in worker skills, job quality, and access to opportunity. We are deeply committed to increasing the upward mobility of learners and workers, particularly those historically excluded from economic advancement.



Redesign workforce systems and policies to drive equity, mobility, and impact



Connect learning to work through skills-based credentials and aligned career pathways



Expand access to quality jobs that provide dignity, well-being, and opportunity



What we do

Competencies & Credentials

CSW's Competencies & Credentials team drives economic mobility by aligning education with workforce needs—especially for those who have historically faced barriers to opportunity. We are engaged in the national movement to rethink credentialing and increase the use of competencies to bridge gaps between employers, educators, and individuals. Our work promotes incremental credentialing for clearer career pathways, ensuring that these efforts drive fairer hiring and learning opportunities.

We do this through practitioner-centered research; credentialing strategy development; occupational profile design and validation; the creation of practical playbooks and action guides; and hands-on coaching, technical assistance, and communities of practice that help partners implement and scale competency-based and incremental credentialing pathways.

- **Credentialing Pathways Strategies & Improvements**

Our team supports colleges, workforce organizations, regions, and communities to strengthen education and training pathways, ensuring they lead to valuable credentials and quality jobs.

- **Practitioner-Centered Promising Practice Research**

Qualitative and mixed-methods research is designed and conducted to elevate the experiences and perspectives of learners, educators, and institutional leaders to uncover what works—and what needs to change.

- **Postsecondary Trends and Innovations Analysis**

Trends, innovations, and equity gaps in workforce development are identified through analysis at the national, state, and institutional levels, resulting in actionable landscape scans, insight briefs, and policy recommendations.

- **Occupational Profile Development**

Stronger alignment between education and employment is supported through competency-based job profiles for current and emerging occupations informed by labor-market intelligence and validated by colleges, workforce organizations, and employers.

- **Coaching & Technical Assistance**

We empower our partners with strategic guidance to set clear goals, define success metrics, and engage in high-impact practices and initiatives. As a neutral, strategic thought partner, we collaborate closely to create lasting impact.

- **Future-Focused Systems Design**

Our work helps partners anticipate future trends and design forward-looking solutions responsive to shifts and innovations in education and workforce development, addressing specific economic, demographic, and industry contexts.



Work with us: Director of Competencies & Credentials, Melissa Goldberg: mgoldberg@skilledwork.org



What we do

Federal, State, & Local Systems Change

CSW's Federal, State, and Local Systems Change Team strengthens and transforms workforce systems by translating complex challenges into clear, actionable strategies that help decision-makers improve economic outcomes for communities. We partner with public agencies, workforce boards, and community organizations to build a workforce system that really works: one that is future-ready, data-driven, equitable, and aligned to quality jobs.

Our approach reflects CSW's core purpose, advising leaders across the country on policies and practices that expand opportunity and economic mobility. We incorporate co-design principles, elevate practitioner and community voices, and continually refine our support based on evidence, feedback, and changing economic and policy conditions.

- **Policy & Strategy Development**

In partnership with local and state workforce agencies, CSW turns workforce vision into action by designing clear governance models, decision frameworks, and coordinated strategies that help leaders anticipate change and strengthen economic outcomes.

- **Inclusive and Equity-Centered Systems Design**

Through inclusive, worker-centered design and rigorous barrier analysis, workforce systems are transformed to embed equity, elevate customer experience, amplify practitioner voice, and remove barriers that limit access and opportunity for communities.

- **Workforce Board Support**

We support workforce boards and system leaders to modernize governance, staffing, and operations, align systems more effectively, and respond to evolving labor-market needs in service of jobseekers, workers, and employers.

- **Sector Transition Strategy**

Through aligned labor-market intelligence, employer insight, and cross-system partnerships, we help states and regions build resilient, future-ready talent pipelines that connect people to quality credentials and jobs.

- **Innovation, Scaling, & Sustainability Support**

Promising workforce innovations are advanced from short-term pilots to sustainable, scalable solutions through applied research, rigorous data-informed evaluation, and strategies designed for long-term systems change.

- **Workforce System Technical Assistance & Implementation Support**

Hands-on technical assistance and facilitation turn reform goals into operational reality, reinforcing internal capacity and sustaining high-quality service delivery with measurable economic benefit.



Work with us: Director of Federal, State, & Local Systems Change, Amy Wallace: awallace@skilledwork.org



What we do

Improving Practices & Outcomes

CSW's Improving Practices & Outcomes Team envisions a workforce system that produces equitable & inclusive outcomes, values the expertise of workforce practitioners, and meaningfully centers workers & learners. We work with workforce organizations, professionals, and funders across the country to strengthen their capacity to improve outcomes for workers, learners and employers.

Our work ensures practitioners and community-based organizations have access to the knowledge, peer connections, evidence-based tools, and practical skills needed to strengthen their day-to-day work and increase their impact.

- **Workforce Benchmarking Network (WBN)**

Home to the nation's largest workforce outcomes database and regional peer cohorts, the WBN helps organizations benchmark results, learn from data, and improve services to achieve stronger, more equitable workforce outcomes.

- **Learner & Worker-Centered Best Practice Research**

Our research approach centers lived experience to uncover solutions and define success in authentic ways, recognizing participants as subject matter experts who help shape more responsive workforce strategies.

- **Workforce Organization Capacity Building**

We provide hands-on coaching, technical assistance, and strategic planning support to help workforce organizations strengthen operations, expand services, and improve outcomes for job seekers.

- **Workforce Staff Professional Development**

Peer learning and professional development experiences are designed for practitioners to build leadership skills and help workforce staff navigate complex systems and deliver stronger results.

- **Place-Based Systems Improvement**

Improved outcomes and expanded economic mobility for all residents are supported through place-based projects that help workforce partners align around shared goals, strengthen services, and solve system challenges.

- **Workforce Leadership Academies (WLA)**

Workforce Leadership Academies bring together leaders from across the workforce ecosystem in a year-long fellowship to deepen cross-sector networks, strengthen systems leadership skills, and apply race, equity, and systems change frameworks to their work.



Work with us: Director of Improving Practices & Outcomes, Joy Briscoe: jbriscoe@skilledwork.org



What we do

Research & Evaluation

CSW's Research & Evaluation team provides workforce development leaders, practitioners, educators, and other community partners with access to data and findings on outcomes and best practices essential to help them make better decisions about how to serve customers, invest limited resources, expand on their strengths, and identify and reduce existing disparities.

We do this through data collection, analysis, and reporting that is culturally responsive, embeds a racial equity and inclusion lens, is ethical, grounded in current practice, and conducted by staff with workforce development, education, and social service experience.

- **Workforce & Postsecondary Program Evaluation**

We work with organizations to design and implement evaluation frameworks, analyze data, and translate findings into actionable insights. Our evaluation support helps organizations make informed decisions about strategy, funding, and program design to drive better and more equitable outcomes.

- **Labor Market Information (LMI) Data Collection & Reporting**

Locally relevant labor market information (LMI) is collected and reported to help partners answer critical questions about their workforce development systems and support data-driven strategic investments that boost economic opportunity for all.

- **Career Pathways Mapping**

Regional career pathway maps, validated by employers and learners, are developed to detail accessible points of entry into good jobs as well as opportunities to advance and the paths to get there.

- **Data & Community-Informed Strategy Development**

Our team supports clients in advancing their impact by developing data-informed workforce strategies. We then vet our research with community members and other key partners to ensure co-created, feasible solutions.

- **Strengthening Labor Market Information (LMI) Skills**

Organizations are provided with access to tools, support, and technical assistance to identify, collect, report, and apply LMI data on their own.

- **Strengthening Research & Evaluation Skills**

We partner to co-design logic models, evaluation frameworks, and learning agendas, as well as train organizations on how to collect and report their own data to drive improved practice and outcomes.



Work with us: Director of Research & Evaluation, Megan Elyse Williams: mwilliams@skilledwork.org



What we do

Trauma & Resilience at Work

CSW's Trauma and Resilience at Work team partners with organizations to build workplaces that are trauma-informed, stress-reducing, culturally responsive, and resilience-building. We help reduce the stigma around trauma and mental health, provide education across all organizational levels, and promote policies and practices that support sustainable mental well-being at work.

Our strategies help organizations build environments that reduce stress, support retention, and improve long-term employee and organizational success. We prioritize collective care and resilience building, especially in the workplace, from public agencies to private companies to nonprofit organizations.

- **Trauma-Informed Workforce Strategy**

Through collaboration with partners and clients, strategies are developed to advance trauma-informed and resilience-building approaches across workforce development, human services, adult and postsecondary education, nonprofit employment and training, and related sectors.

- **Toxic Stress, Conflict, and Burnout Reduction**

Building healthier and more resilient organizations begins with training and coaching at all levels to address stress, staff burnout, and interpersonal tension and conflict. Participants learn practical tools to improve resilience, foster healthier teams, and enhance overall performance.

- **Organizational Resilience-Building**

Our team advances a framework that integrates resilience-building at three levels: personal, team/organizational, and community. We provide professional development on specific strategies and practices within each domain.

- **Secondary & Vicarious Trauma Prevention**

We train staff who may absorb trauma from their workforce development clients, students, and program participants on how it can affect them and how to protect themselves from mental health harm. We provide tools and resources on self-care and collective care with colleagues.

- **Trauma-Informed Leadership Development**

Leaders receive coaching and training on how to adopt trauma-informed practices in managing staff, holding them accountable, and leading teams. We share strategies and tools on building collective care and resiliency skills.

- **Mentally Healthy Workplace Culture Support**

Teams receive support with action planning, working to create more mentally healthy workplaces that improve employee morale, satisfaction, engagement, and productivity.



Work with us: Director of Trauma & Resilience at Work, Vickie Choitz: vchoitz@skilledwork.org