



DWD Learning Agenda 2025-2029

Department of Workforce Development
Workforce Data Integration System
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Learning Agenda Overview and Summary

Agency: Wisconsin Department of Workforce Development (DWD)

Agency Mission: DWD efficiently delivers effective and inclusive services to meet Wisconsin's diverse workforce needs, and advocates for the protection and economic advancement of all Wisconsin workers, employers, and job seekers.

Timeline: July 2025 to June 2029

This is a working draft that can be updated with changes to learning priorities, goals, and questions.

Overview

DWD established a learning agenda to meet DWD's Workforce Data Integration System's (WDIS) goal to increase evidence-based decision-making for both policy and practice. To meet this aim DWD will:

1. Base programs, policies, and service delivery on evidence as defined in the Federal *Foundations for Evidence Based Policy Making Act 2018* and the approved federal implementation plan (Vought, 2019).
 - 1.1 Evidence is defined broadly and includes information obtained from foundational fact finding, performance measurement, policy analysis, and program evaluation activities.
 - 1.2 *Foundational fact finding* includes literature reviews and "foundational research and analysis such as aggregate indicators, exploratory studies, descriptive statistics, and basic research".
 - 1.3 *Performance measurement* includes "ongoing, systematic tracking of information relevant to policies, strategies, programs, project, goals, objectives, and/or activities".
 - 1.4 *Policy analysis* includes "analysis of data, such as general-purpose survey or program specific data, to generate and inform policy".
 - 1.5 *Program evaluation* includes "systematic analysis of a program, policy, organization, or component of these to assess effectiveness and efficiency".
2. Aim to understand the impact of DWD trainings, programs, and service offerings as a system of support.
3. Work as a team leveraging and managing collective data assets and build evidence efficiently to improve person and family-centered outcomes.
4. Build evidence, with the expressed goal of making data available for use, internally and externally, to define and implement better service delivery in the communities DWD serves.

To ensure evidence-based policy and practice, implementation of the learning agenda needs to be timely. More specifically, learning priority questions should be answered in time for evidence to be available during decision-making periods. Evaluation findings should be shared, translated, and incorporated into DWD practices and policies. To serve this need the learning agenda outlines the goals and questions DWD should focus on building evidence around.

Agency Strategic Goal Areas List:

1. Career Pathways to Good, Local Jobs with Family Sustainable Wages
2. Assessing Future Workforce Needs – Technology, Workforce Trends, Supports
3. Improving Customer Service and Service Alignment

Agency Strategic Goal Areas and Learning Questions List:

1. Career Pathways to Good, Local Jobs with Family Sustainable Wages

- 1.1 How are family sustainable wages defined and measured?
- 1.2 What are the career pathways in different career clusters to good, local jobs with family sustainable wages?
- 1.3 What opportunities are there for workers to advance in their career moving across career clusters, industries, and/or occupations?
- 1.4 What are cost-effective trainings and/or education programs that train workers in employer-identified high-demand skill areas? To what extent are these incorporated in the Eligible Provider Trainer List (ETPL)? Are there gaps?
- 1.5 How can local workforce development efforts support non-degree micro-credentials and employer training efforts that support career advancement?
- 1.6 What makes a good job? Assess stay rates, wage growth, work benefits, job switching, and variance between career clusters, industries, and occupations.

2. Assessing Future Workforce Needs – Technology, Workforce Trends, Supports

- 2.1 How does advancing technology (e.g., AI, quantum, sustainable agriculture, STEM, etc.) influence job qualifications, job postings, hires, retention, and other labor market factors?
- 2.2 Which occupations, industries, and career clusters are impacted by technology? Is technology supplementing, replacing, and/or adding new jobs to the labor market?
- 2.3 How is the labor force changing overtime? Is the number of available workers by age group changing overtime? Is the labor force changing in other ways?
- 2.4 How can services and systems support job seekers' needs as they work towards reaching career goals? How does supporting housing, transportation, childcare, food, financial, and/or other support help improve career advancement opportunities?

3. Improving Customer Service and Service Alignment

- 3.1 How can DWD workforce programs and its partners better reach under-resourced and underutilized talent pools of individuals who are unemployed, underemployed, and not in the labor force but would be with the right supports? How do workforce programs better connect to opportunity youth (not connected to education or work)?
- 3.2 How can DWD better connect customers to career, training (including apprenticeships), and support services needed to reach job and career goals?
- 3.3 Do business services help employers better obtain, retain, and train employees?
- 3.4 Does collaboration across job seeker and employer through in person and online services and support improve job matches?
- 3.5 Are there worker's rights complaints trends by industry sector, and/or employer?
- 3.6 How can programs collaborate and share data to better prevent worker exploitation (including worker misclassification)? What policy, practices, and/or enforcement tools can be used to better support these efforts? Are data sharing agreements in place so workforce divisions can work holistically to address these efforts?
- 3.7 How is customer feedback better incorporated into policy, practice, and service delivery?