

About US

Helping State and Local Workforce Agencies Better Serve Customers

Mathematica's services provide a sound foundation for decisions that matter.

State and local workforce agencies operate in a continually changing landscape that includes a shifting economy, evolving needs of their customers, advances in technology, and new legislation governing their activities. The changes can have significant effects, but they can also provide opportunities to revisit—and improve upon—previous approaches to providing services. Mathematica understands agencies' desire to improve the quality and outcomes of workforce services and to ensure that the services are evidence-based, data-driven, and guided by customers' needs. We can help agencies address new and emerging needs through our diverse service offerings.



Evidence-Based Technical Assistance for Program Improvement

Our technical assistance process—Learn, Innovate, and Improve (LI2)—involves working closely with practitioners to implement program improvements through a series of incremental and sustainable steps. We identify potential improvements by combining business process analysis with practitioners' insights and research evidence. Then we develop a plan for the improvement, and pilot test, assess, and refine it until it can be implemented into existing services at scale sustainably. We also help organizations build capacity to develop program improvements on their own.



Behavioral Science in Action

Too often, workforce programs struggle with challenges such as engaging participants consistently, diminishing the programs' potential impact. Using behavioral science principles, we help programs close the gap between intentions and impact by identifying the bottlenecks that get in the way—and designing approaches to address them. Our iterative process enables programs to work closely with stakeholders to diagnose the problem, implement and test interventions to address it, and then roll out an intervention on a broader scale.



Evaluation

Decision makers often lack timely, reliable evidence of whether programs or policies produce the expected results, especially when the programs or policies change. Through analysis of administrative data and other sources of information, we can work with agencies to test whether program or policy changes result in the intended improvements. The results of this evaluation can inform further changes to foster even greater program effectiveness.



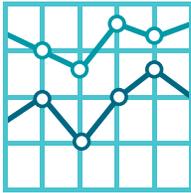
Data Systems Consulting

We support all aspects of data management to help policymakers and program staff in complex environments. We design reporting systems that are critical to monitoring and sustaining program performance. We document these designs using detailed specifications that address business rules, data models, and precise reporting measures. Our services include business process analysis, systems development, and systems testing.



Data Quality

We have worked with more than 20 states to analyze their workforce systems and data validation processes, improve their work participation measures, and optimize information technology investments. Since the 1990s, our analysts have been working closely on site with workforce agency staff to provide technical assistance and develop quality plans that help the agencies meet and exceed federal data validation standards and improve data quality.



Data Analytics

We work with our client partners to use data to better understand their programs and customers. Using our subject matter expertise, we help clients design their approach; identify, validate, and integrate data sources; select the most appropriate analytics techniques; conduct the analysis; and communicate findings in a visually appealing format. We can use the data to identify actionable policy and operational issues and next steps to enhance program quality.

