

ACCOUNTABILITY AND PERFORMANCE MEASURES

March 15, 2011

Workforce Investment Council

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Federal Workforce Investment Act

- The State Board shall assist the Governor in the development and continuous improvement of comprehensive State performance measures, including State adjusted levels of performance, to assess the effectiveness of the workforce investment activities in the State.

State Law – Act 743 of the 2008 Louisiana Regular Legislative Session

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- The Council shall implement a statewide system for evaluating the effectiveness of all workforce development programs in achieving state and local goals and objectives.
- “Workforce development” means workforce education and workforce training and service.

State Law – Act 743 of the 2008 Louisiana Regular Legislative Session cont'd ⁴

- “Workforce education” means education which assists an individual in his ability to function and succeed as an employee in a workplace.
- “Workforce training and services” means training and service programs that assist citizens in improving their employment opportunities or maintaining their present employment but are not included within the definition of workforce education.

Workforce Development Encompasses ⁵

- Programs that prepare people for employment and career advancement throughout their lives.
- Viewed as a system, these programs include, but are not limited to:
 - Secondary Career and Technical Education (secondary completers)
 - Postsecondary Career and Technical Education (postsecondary completers)
 - Offenders
 - Disabled workers
 - Veterans
 - Assistance for Needy Families
 - Dislocated Workers
 - K – 12

- Implement a Comprehensive Accountability System for Workforce Development Results.
 - requires metrics, data collection and analysis, reporting requirements and activities, responsibility assignments and calendar.
- Benchmark Objectives:
 - design accountability system by 2nd quarter 2010
 - pilot design and evaluate results by 2nd quarter 2011

Workforce Delivery System Participants⁷

- Workforce Investment Council
- Louisiana Workforce Commission
- Workforce Investment Act (WIA) programs
- Department of Education (secondary completers)
- Louisiana Community and Technical College System (postsecondary completers)
- Louisiana Board of Regents (postsecondary completers)
- Department of Public Safety and Corrections (offenders)
- Louisiana Rehabilitative Services (disabled workers)
- Department of Veterans' Affairs
- Department of Children and Family Services (SNAP, FITAP, CCAP)
- Department of Economic Development
- Department of Health and Hospitals
- Local Workforce Investment Boards

Linking Records/Data From Multiple Programs

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- Electronically linking records from multiple programs with other data sets containing outcome information
- Data are cleaned and matched to analyze and report performance outcomes and to conduct research
- Matching participant records with unemployment wage records
- Social Security Numbers used to link educational records to Unemployment Insurance wage records on participant employment earnings

Best Practices For Measures

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- Always evolving to fit the needs of the stakeholders
- Keep measures simple and understandable
- Began by simply reporting existing program measures
- Real time information is not as important as information that is consistent across programs
- Not to make a list of measures too long for target setting
- Start by identifying a small subset of core measures
- Do not attempt to measure everything; concentrate on outcomes
- Require use of common definitions
- Data sharing agreements with agency participants
- Numbers not percentages

Pilot Design To Evaluate Results

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- Develop measurable standards to evaluate performance
- Measures divided into two broad categories:
 - Accountability Measures – provides targets and used for setting targets and applying consequences
 - Performance Measures – indicate how well the workforce development system is doing

ACCOUNTABILITY AND PERFORMANCE MEASURES FOR PILOT/EXPERIMENT

EDUCATION LEVELS/SKILLS INCREASED PUBLIC INSTITUTIONS

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- Number of high school students enrolled in public schools by grade level
- Number of high school graduates earning a high school diploma
- Number of high school completers
- Number of GEDs awarded to all completers
- Number of high school cohort graduates
- Number of high school cohort dropouts
- Number of completers from technical colleges
- Number of completers from 2 year colleges

EDUCATION LEVELS/SKILLS INCREASED PUBLIC INSTITUTIONS

cont'd₁₃

- Number of completers from 4 year colleges
- Number of technical colleges awards granted
- Number of 2 year post secondary awards granted
- Number of 4 year post-secondary awards granted
- Number of industry-based certifications awarded to all high school students
- Number of industry-based certifications awarded by LCTCS
- Number of secondary students participating in dual enrollment

EDUCATION LEVELS/SKILLS INCREASED PUBLIC INSTITUTIONS

cont'd₁₄

- Number of children enrolled in early childhood development
- Number of students earning consecutive promotion from kindergarten through fourth grade

EMPLOYMENT IMPACT

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- Number of all participants* found employed
- Number of all participants* found employed during the 2nd quarter after exit (short-term impact)
- Number of participants* found employed with continuous employment during the 4th quarter after exit (long-term impact)
- Average earnings during the 2nd quarter after exit among all exiters/completers with earnings
- Average earnings during the 4th quarter after exit among all exiters/completers with earnings

- *Participants mean those individuals who receive benefits and/or services from the following state agencies listed below that offer workforce development programs or have programmatic mandatory work requirements to prepare participants for employment and/or career advancement. The participating systems and/or state departments include: Workforce Investment Act (WIA) programs; Department of Education Institutions (secondary completers); Louisiana Community and Technical Colleges (postsecondary completers); Board of Regents (postsecondary completers); Department of Corrections (offenders);

- Louisiana Rehabilitative Services (disabled workers); Department of Veterans Affairs (veterans); and Department of Children and Family Services (SNAP, FITAP, CCAP). The participating systems and/or state departments existing performance information will be used to produce statistics and/or outcomes for the measures.

BUSINESS AND INDUSTRY NEEDS

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- Number and percentage of undergraduate post-secondary students enrolled in public technical schools
- Number and percentage of undergraduate post-secondary students enrolled in public 2 year institutions
- Number and percentage of undergraduate post-secondary students enrolled in public 4 year institutions
- Number of secondary students awarded industry-recognized certifications in demand industries
- Number of all students (secondary and postsecondary) entered employment in high demand industries

BUSINESS AND INDUSTRY NEEDS (Grad Act 2011- 2012)

cont'd¹⁹

- Number of programs at technical colleges aligned to statewide and regional high demand industries/occupations
- Number of programs at 2 year institutions aligned to statewide and regional high demand industries/occupations
- Number of programs at 4 year institutions aligned to statewide and regional high demand industries/occupations

CUSTOMERS SERVED/SATISFIED (Statewide and Regional)

20

- Number of employers using Business and Career Solution Centers¹
- Number of new employers using workforce services²
- Number of all employers using workforce services³
- Number of new members using workforce services⁴
- Number of employers whose labor demands are met⁵

Customers Served/Satisfied

Footnotes

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- 1) Number of employers using one stop services - A count of the number of different employers, within a specified time period, that are registered in LAVOS and received a staff assisted service.
- 2) Number of new employers using workforce services - A count of all registered employers, within a specified time period, registered in LAVOS.
- 3) Number of all employers using workforce services. - A count of all registered employers, within a specified time period (presumably a longer one than the time period used to measure #2), registered in LAVOS.

Customers Served/Satisfied

Footnotes

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- 4) Number of new members using one-stop services. - A count of all enrolled individuals, within a specific time frame, in WIA.
- 5) Number of employers whose labor demands are met - A count of all registered employers, receiving staff assistance with one or more posted job vacancies, with at least one placement in one of the employer's posted job vacancies.