

Follow the yellow brick road to the emerald city of WIOA performance, while avoiding the flying monkeys

Purpose

Locally, the Workforce Development Board of Santa Cruz County has had a contracted services provider in place since July 1, 2015 for Adult and Dislocated Program services. Staff was hired directly by the service provider with no previous federal workforce development program experience. Although WIOA was codified and Federal Regulations released in August 2016, staff has not yet received the necessary guidance on the WIOA performance measures. Guidance on WIOA performance measures is anticipated for complete immersion in time for the six primary performance measures to take effect in July 2017. In the interim, since the contract start date, staff has been aware of the Workforce Investment Act (WIA) performance measures with what I believe to be a cursory understanding, knowing all along those measures would be replaced with WIOA performance measures. It is now that time to align all aspects of WIOA to ensure local and federal compliance.

Objectives of the Project= Goal

1. Introduce the six (6) WIOA performance measures
2. Learn the specifics about the performance measures, who is included and why they're included
3. Understand the significance of the performance measures
4. Establish staff operational and training tools/manual on the subject of WIOA performance measures for current and future staff
5. Develop a local system for WIOA staff that ensures compliance.
6. Acquire technical assistance from a professional vendor who specializes in performance measures
7. Obtain performance measures training for contractor and board staff

Methods = Project Design

Action I

With limited resources, and to ensure that the contractors provide quality career development services and meet the mandated performance requirements in the most efficient manner possible, a Request for Proposal (RFP) to secure a vendor for performance measure technical assistance and training was released and awarded to Public Consulting Group, Inc. (PCG). The focus was to have a contractor provide the following deliverables:

- Provide the training and tools necessary to best meet the newly adopted WIOA Performance Measures.
- Develop Key Performance Indicators (KPIs) to help measure incremental progress and for inclusion as Performance Based Outcomes (PBOs) in the local WIOA service provider contracts.

Action II

PCG Project Plan deliverables which included:

1. Conduct a background analysis of relevant Santa Cruz Workforce Development Board performance measurement tools utilized
2. Provide best practice research on key performance indicators
3. Create a WIOA Performance Guide, Calculating the Primary Indicators
4. Create a Performance Measurement Training, Management Resource Guide; and Staff Resource Guide
5. Facilitate a Performance Measurement Training Onsite Event for Management and Staff
6. Create a Performance Dashboard Tool (excel document), including instructions
7. Create Key Performance Indicators (KPIs): quantifiable metrics that demonstrate how effectively a company is achieving key business objectives
8. Establish Strategic Goal Oriented Critical Success Factors: factors that assess actions that need to be in place to achieve strategies

Implications = Project Results

- ✓ Better understanding of the key performance indicators and complex performance measures under the Act; use training deliverables as appropriate.
- ✓ Better understanding of who goes into each performance measure and under what circumstance; use training deliverables as appropriate.
- ✓ Better understanding of the data points and the ramifications of the data entry; use of training deliverables as appropriate.
- ✓ Meet or exceed all locally negotiated performance measure goals.