



## Seventh Planning District Consortium WORKFORCE INVESTMENT PLAN PY 05- PY 06

### K. Performance Accountability

Improved performance and accountability for customer focused results are central features of WIA.

- 1. Describe how the LWIA/LWIB measures the success of its strategies in achieving its goals, and how the LWIA uses this data to continuously improve the system.**

WIA 70's performance accountability system focuses on the current seventeen (17) required WIA measures in conjunction with the six (6) new common measures that were implemented as of July 1, 2006. Progress of all performance measures is tracked by monitoring quarterly reports from LDOL. The six (6) new common measures are Adult entered employment, employment retention, average earnings and Youth placement in employment or education, attainment of a degree or certificate, literacy and numeracy gains. Throughout the program year both performance measures will be tracked by closely monitoring quarterly reports from LDOL. Louisiana will implement the common measures in PY '06. These measures are more conducive to development of a demand driven integrated system. Information from these reports is used by WIA 70 and its Board to determine which strategies are successful in efforts to maintain the continuous improvement concept, and to identify those areas which might require corrective action to bring them within the requirement set by LDOL.

#### **Adult Measures**

##### Entered Employment

The number of adult participants who are employed in the first quarter after the exit quarter divided by the number of adult participants who exit during the quarter.

##### Employment Retention

The number of adults participants who are employed in both the second and third quarters after the exit quarter divided by the number of adult participants who exit during the quarter.

##### Average Earnings

Total earnings in the second quarter plus total earnings in the third quarter after the exit quarter divided by the number of participants who exit during the quarter.

#### **Youth Measures**

##### Placement in Employment or Education

The number of youth participants who are in employment or enrolled in post-secondary education and/or advanced training/occupational skills in the first quarter after the exit quarter divided by the number of youth participants who exit during the quarter.

### Attainment of a Degree or Certificate

The number of youth participants who attain a diploma, GED, or certificate by the end of the third quarter after the exit quarter divided by the number of youth participants who exit during the quarter.

### Literacy and Numeracy Gains

The number of youth participants who increase one or more educational functioning levels divided by the number of participants who have completed a year in the youth program (i.e., one year from the date of first youth program service) plus the number of participants who exit before completing a year in the youth program.

LDOL is working with LSU to develop a regression model for use in adjusting local performance measures based on demographic and local economic factors. It will be tested during PY '05, and if successful will be used to renegotiate PY '06 performance levels. Until that is developed, the state has lacked a valid and reliable method for adjusting local standards. Currently each local area is held to the state negotiated level for the seventeen (17) measures. The WIBs have the option to request adjustments to any measures excluding customer satisfaction. Customer satisfaction is excluded since it should not be impacted by extraneous variables. Any request must be accompanied by data that supports the request.

Generally, LWIA 70 has performed well on the seventeen (17) required measures. The Younger Youth Diploma Rate has been the most difficult for LWIA 70 to meet because our LWIA has chosen to serve out-of-school youth in our local area. Use of data from this system and working in conjunction with our youth service providers, LWIA 70 will strive to improve the diploma rate for younger youth during the next two (2) program years.

- 2. Identify the performance indicators and goals the State and LWIA have established to track progress toward meeting the state's strategic goals and implementing the state's vision for the workforce system. Include a discussion of how the levels compare with the LWIA's previous outcomes taking into account differences in economic conditions, participant characteristics and the services provided. Include a description of how the levels will help the LWIA achieve continuous improvement over the two years of the Plan.**

The performance measures are shown in the PY '05 Performance Measures Levels and PY' 06 Common Measures Goals chart (See Page 103 - 104), PY '05/PY'06 Performance Measures). LDOL has met with WIA 70 WIB staff and reviewed the state level performance goals. Once USDOL and LDOL have agreed on PY '05/PY '06 performance levels, LDOL will negotiate with WIA 70 for the USDOL required performance indicators for PY '05/PY' 06.

Louisiana State University is developing a regression model for performance standards utilizing participant characteristics and local economic data including unemployment rate, poverty levels, industry growth levels, and other appropriate data. The state will renegotiate performance goals for PY '06 based on these models.

The performance measurement system goals reflect continuously improving performance over time both in terms of quantity and quality, resulting in more customers being served, better

employment earnings and skill attainment outcomes, attainment of self-sufficiency, and higher levels of customer satisfaction.

**3. How does the LWIB evaluate performance? What corrective actions will the LWIB take if performance falls short of expectations? How will the LWIB use the review process to reinforce the strategic direction of the system?**

The WIB evaluates overall performance based on how our local area performs on the seventeen (17) required WIA performance measures. If the WIB fails the same performance measure two (2) years in a row, the WIB will develop and submit a corrective action plan to LDOL. WIA 70 has experienced the most difficulty in meeting the Younger Youth Diploma Rate. Close monitoring of the common measures will be exercised throughout PY' 06.

The WIB in its review process to reinforce the strategic direction of the system, is committed to a continuous improvement strategy to insure that quality practices are embedded in the planning and execution process during the two (2) years covered by this plan. Statistics indicate the challenges our system faces in improving employment, retention, earnings, and educational levels for both adults and youth.

The two (2) year performance levels will assist us in measuring the delivery of services with ever-improving value to customers, resulting in marketplace success and improvement of overall organizational performance and capabilities.

The customer satisfaction goals are a key component of the WIB's overall commitment to continuous improvement in all performance areas. The customer satisfaction measures are inseparable from the other performance measures. Failure to meet placement and retention rates will mean job seekers either could not find jobs or entered employment and then failed to stay employed. This will result in both employers and job seekers being dissatisfied with the system and will be reflected both in the employment and retention measures and in reduced customer satisfaction rates.

## PY'05/PY'06 Performance Measures Implementation for WIA 70

PERFORMANCE MEASURES	PROPOSED PERFORMANCE LEVELS				
	PY' 05 WIA	PY' 06 WIA	WP	TAA	VETS
<b>Adult</b>					
Entered Employment	81%	82%			
Employment Retention	83%	84%			
Six Months Earnings Increase	\$4,000	\$4,100			
Credential/Employment Rate	67%	69%			
<b>Dislocated Worker</b>					
Entered Employment	88%	89%			
Employment Retention	86%	87%			
Six Months Earnings Increase	\$500	\$510			
Credential/Employment Rate	68%	70%			
<b>Older Youth</b>					
Entered Employment	72%	72%			
Employment Retention	86%	87%			
Six Months Earnings Increase	\$3,200	\$3,150			
Credential/Employment Rate	45%	48%			
<b>Younger Youth</b>					
Diploma Rate	50%	51%			
Retention Rate	68%	70%			
Skill Attainment Rate	85%	86%			
<b>Customer Satisfaction</b>					
Participant Customer Satisfaction	81%	82%			
Employer Customer Satisfaction	78%	80%			

## PY'05/PY'06 Common Measures Implementation for WIA 70

COMMON MEASURES	PROPOSED PERFORMANCE LEVELS			
	PY' 06 WIA	WP	TAA	VETS
<b>WIA Youth</b>				
Placement in Employment/Education	66%			
Attainment of a Degree/Certificate	55%			
Literacy and Numeracy Gains	42%			
<b>WIA Adult</b>				
Entered Employment	82%	68%		
Employment Retention	84%	79%		
Average Earnings	\$10,500	\$10,800		
<b>WIA Dislocated Worker</b>				
Entered Employment	89%			
Employment Retention	87%			
Average Earnings	\$12,100			