

Managing Performance: A CareerCenter Approach

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Agenda

- Introductions
 - Review Session Objectives
 - Current and New Performance Measures
 - Review “intent” and highlight key themes for managing performance.
 - Tool, Tips and Strategies to Successful Outcomes
 - Questions and Answers
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Session Objectives

- Review current standards and new standards for multiple programs
 - Discuss the “intent” of measures and identify themes for promoting certain outcomes
 - Highlight some effective practices to ensure successful outcomes
 - Introduce strategies for managing staff resources to deliver services before and after job seekers go to work.
 - Collect information from workshop participants on key staff development and training issues.
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17 *Current* WIA Performance Measures

Adults

- Entered Employment Rate
- Employment Retention Rate
- Earnings Change in 6 Months
- Employment and Credential Rate

Dislocated Workers

- Entered Employment Rate
- Employment Retention Rate
- Earnings Replacement Rate
- Employment and Credential Rate

Older Youth

- Entered Employment Rate
- Employment Retention Rate
- Earnings Change in 6 Months
- Credential Rate

Younger Youth

- Skill Attainment Rate
- Diploma or Equivalent Attainment Rate
- Retention Rate

 **Participant Satisfaction Rate**

 **Employer Satisfaction Rate**





8 *NEW* WIA

Performance Measures

Adults & Dislocated Workers

- Entered Employment Rate
- Employment Retention Rate
- Earnings Change Rate
- Annual Cost Per Participant (Efficiency)

Youth & Lifelong Learning Measures

- Entered Employment or Education Rate
 - Attainment of a Degree or Certificate Rate
 - Literacy and Numeracy Gains Rate
 - Annual Cost Per Participant (Efficiency)
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4 Wagner-Peyser Performance Measures

- Job Seeker Entered Employment Rate
 - Job Seeker Employment Retention Rate
 - Job Seeker ***Customer Satisfaction*** Rate
 - Employer ***Customer Satisfaction***
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Themes

- **Work ...training isn't *primary* service**
 - **Stable at Work ...post-placement services**
 - **Income Growth Strategies**
...progressive wage increases
 - **Long(er) Term Relationships...**
Don't lose People
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Effective Practices

- Continually emphasize “work”....”this is a work program....training may be necessary to get help you get a job”.
 - Verify contact information – get phone numbers
 - Promote customer satisfaction – talk about the survey.
 - Timing of “registration” and “exits” will be crucial to successful outcomes. Things to watch out for:
 - High pre-registration wages, especially accompanied by low skill
 - Past program participation
 - Cycling in and out of work
 - Set career goals
 - Combine training with work...FT training / PT work, PT training / FT work.
 - Define “credentialing” and report any and all gains during program participation and afterwards.
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Managing Staff Resources

- Create Functional Teams (Core A, Core B, Intensive, Training, Placement, Job Development....)
 - Institute regular “Case conferencing”...be strategic about registrations and exits.
 - Triage...Ask basic questions up front, assign service “path”, individual/group, Functional Teams
 - Look at staff/customer ratios
 - Employee Assistance Program Model
 - Develop sound and effective follow-up practices
 - First 3-4 weeks, set an appointment to call or visit every week
 - Weeks 5-8, set an appointment to call or visit bi-weekly
 - Always have 3-4 job referrals ready to offer
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Staff Development and Training Needs

