

The President's Management Agenda

Relationship To Performance Measurement and Management In Workforce Development Programs

Purpose: To improve the management of government programs

Focus: Five areas of management weakness in the federal government and its programs

1. Human Capital Management
2. Competitive Sourcing
3. Improved Financial Management
4. E-Government
5. Integration of Budget and Performance

Integration of Budget and Performance:

- Use performance data in budget decisions
- Support effective programs
- Performance data used to rate programs across multiple agencies
- Development of common performance measures one strategy

Primary Issue – Data on One-Stop Operations Incomplete:

- USDOL Employment & Training Administration (ETA) cannot provide Congress with customer or cost data on One-Stop operations
- The full value of WIA funding of *services to non-registrants* is not recognized
- The data gap could affect future funding

Two Related Initiatives to support the President's Management Agenda:

1. Need for One-Stop customer, service and cost data for performance-based budgeting
2. Plans to implement common performance measures across workforce programs

Initiative #1

Need for One-Stop data to support performance based budgeting –

ETA Study of Service Utilization –

- Mathematica Policy Research (MPR) contracted to conduct study (during PY 2001)
- Proportion of registered WIA participants of those participants served by WIA funds and
- WIA and Wagner-Peyser funding of services to non-registered One-Stop customers
- 78 WIBs in 5 states responded to pilot study

Assessment/Findings Based On MPR Study –

- Standardized data generally not available (many gaps in data collected by WIBs; even when collected, WIBs use different approaches; data not comparable across WIBs)
- Majority of services (and funds) are for non-registrants (very low proportion of One-Stop customers are registered in WIA (5-10%) – although WIA funds about 60% of resource room costs; higher percentage of One-Stop participants registered in Wagner-Peyser (70-80%))
- WIBs reported different levels and approaches to tracking One-Stop customers

- 37% of WIBs reporting tracked all One-Stop customers (some track through Wagner-Peyser, some through their own systems)
- 41% track *some* One-Stop customers and 22% do not track One-Stop customers
- 32% of WIBs used electronic tracking, while 41% used paper tracking
- Cost data more difficult to track (primary issues are knowing/allocating partner costs and tracking staff time)

Conclusion –

- Tracking efforts currently exist, and many WIBs expend considerable effort to track customers/services (but the data cannot be used beyond the local area in most cases)
- If this effort were more standardized, it would provide ETA with needed information

Initiative #2

Plans to implement common performance measures across workforce programs –

Office of Management & Budget (OMB) has proposed a new set of common performance measures for federally funded workforce development programs:

- Department of Labor/ETA (17 programs)
- Department of Education (10 programs)
- Department of Health & Human Services
- Veterans' Administration
- Department of Housing & Urban Development
- Department of Interior – Bureau of Indian Affairs

OMB and other agencies discussing creation of a set of common measures

- 4 adult measures
- 4 youth measures
- not necessarily *system* measures, but *common* measures
- current as of fall 2002 but may change

ADULT Measures

1. Entered Employment
2. Employment Retention
3. Earnings Increase
4. Efficiency*

YOUTH Measures

1. Placement in Employment or Education
2. Attainment of a Degree/Certificate**
3. Literacy and Numeracy Gains
4. Efficiency*

* Divide annual program costs by annual participants (who receive a service)

** Of those not in education after exit (Labor/Education will define what is acceptable)

Note: Based on MPR study, current WIA registration policies (few registrants) would increase cost per participant