

CONTINUING **the**
CONVERSATION
2017 WIOA National Convenings



**Innovation &
Opportunity
Network**
Implementing WIOA



Effectiveness in Serving Employers

A Discussion

Presented by the
U.S. Department of Labor, Employment and Training Administration and the
U.S. Department of Education, Rehabilitative Services Administration

Today's Objectives

By the end of our time together today, you will have:

- An understanding of the Effectiveness in Serving Employers (ESE) performance indicator and the approaches to measure ESE being tested now,
- Concrete examples of challenges and promising practices in measuring effectiveness using the various approaches, and
- Lessons learned from the State Cohort on ESE

Agenda

- Overview of the effectiveness in serving employers indicator and approaches being piloted now
- How is your state approaching this indicator?
- Lessons learned and challenges surfaced by the State Cohort
- Implementing the indicator: lessons learned
- Tools, TA and next steps

Activity: What's Keeping you up at night?

- What do you want to leave with? For example...
 - An answer to a burning question
 - Information on a particular sub-topic
 - To hear from peers working through the indicator
 - Other...

The Big Picture

- Why measure effectiveness in serving our business customers and employers? We want to measure how well we're...
 - providing businesses and employers with skilled workers
 - delivering high quality engagement and services to businesses and sectors over extended periods of time
 - providing quality services and engagement to all businesses/employers and sectors in a local economy and State
- **Program Years 2016 and 2017 are “PILOT” YEARS** – We're testing approaches to measuring this indicator and need your input!

Where is it written?

- WIOA Section 116(b)(2)(i)(VI)
- Joint WIOA Performance ICR (OMB control no: 1205-0526)
- TAC 17-01
- TEGL 10-16
- PM 17-02

*** Programs will share outcomes for this indicator***

The Three+ Approaches

1. **Retention:** % of participants who exit and are employed with the same employer/business in the 2nd and 4th quarters after exit
 - **Report** via PIRL, Data Element 1618
 2. **Repeat Business Customers:** % of repeat businesses/employers using services within the three previous years
 - **Report** via WIOA Joint Reporting Tool for ESE (Data Elements E1-E4 in Attachment 4, Table A)
 3. **Employer Penetration Rate:** % of businesses/employers using services out of all employers in the state
 - **Report** via WIOA Joint Reporting Tool for ESE (Data Elements E1-E4 in Attachment 4, Table A)
- **State's Choice:** States *may*, at the Governor's discretion, develop an **additional**, state-specific approach

States **must** choose two of the three and may *ALSO* add a third, State's Choice approach

Reporting Specifications & Annual Reporting Template

Activity: The State of the States

Create a small group with at least two other people from at least two states other than your own. Elect a spokesperson and scribe, then discuss and answer the following questions:

1. Which of the approaches has your state decided to implement?
2. Have you discussed this indicator with all of your core partners?
 - a) With your local areas?
3. Is your state taking advantage of the opportunity to create your own measure? If so, what is it?

From theory to practice: the State Cohort

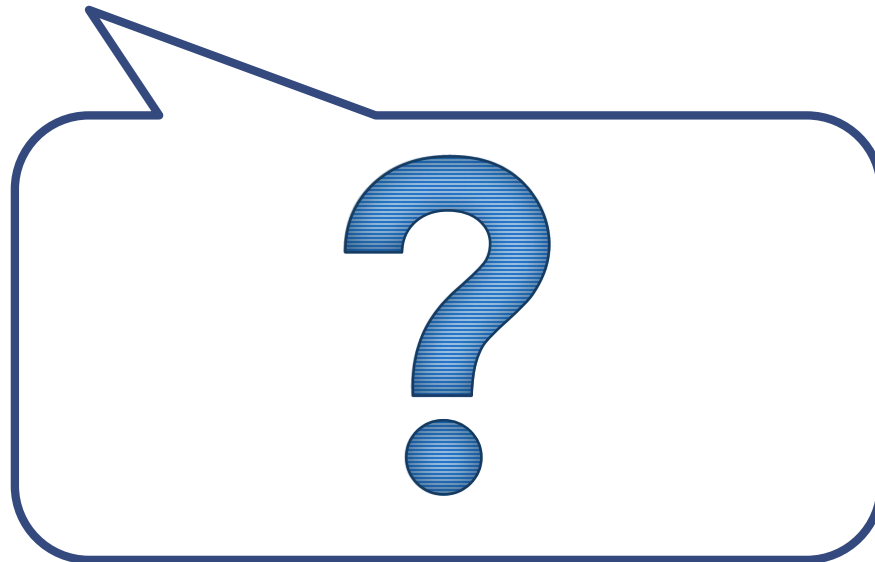
➤ Overview: The State Cohort

	Retention with Same Employer	Repeat Business Customers	Employer Penetration	Alternative/State Specific Measure
Washington		✓	✓	✓
Texas		✓	✓	✓
Pennsylvania		✓	✓	✓
Missouri		✓	✓	✓
Alabama		✓	✓	✓

From theory to practice: the State Cohort

- State context: Core Partners structure within the state
- Coming to consensus: summary of discussions to date
- What 2-3 approaches were selected?
 - Why?
 - What are the opportunities?
 - What are the challenges in your state with the selected approaches?
- What are the top surprises that surfaced from this experience?
- What's next? Guidance to local areas?

Questions & Comments?



Activity: Connecting the dots

- 1) Write down your answers on your own, to the following questions**
 - a) What's one word or phrase that resonated with you in our time together?
 - b) What's one thing you will do when you return home to move your state towards full implementation of this indicator?
 - c) What Peer support, tools and/or resources do you wish you had to help your state move forward?
- 2) Discuss any of your answers to the above questions with the folks at your table.**
- 3) As you are willing and able, please share any of your answers with the larger group.**

Contact Information

For questions regarding the information in presentation, send an email to*:

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*Please use the following in the subject line:
Performance Track: Effectiveness in Serving Employers

Thank you!