

Task Force Recommendations

TASKFORCE: Evaluation Framework – Rethinking Performance

ISSUE: Framework for Performance Accountability - While WIOA appears to mandate customer-centered integration of services across participating programs, the performance measurement system remains focused on outcomes by funding source – the traditional “silos.”

The task force members recognize this problem, but do not believe that it is feasible or prudent to attempt to shift the formal performance accountability system to an alternative framework more in keeping with what we read to be the service and coordination principles articulated in WIOA, such as one focused on target populations regardless of how their services are funded. In the absence of experience with such data it would be seriously premature, and unlikely to be approved in the absence of any mention of such an alternative approach in WIOA.

Examination of these issues revealed that there are reasons to be concerned that changing the flow of different types of participants among partnering programs may cause unforeseen negative changes in “silos-based” performance outcome measures.

However, the task force believes that this approach to analyzing and tracking the outcomes of our participants is a worthwhile opportunity that has the potential to inform our development of more effective and integrated services. Two consensus recommendations are being developed by the task force, based on the following conclusions:

1. Washington should propose no wholesale changes to the new WIOA measures, while maintaining the option to submit feedback on proposed regulations.
2. Because Washington will be shifting flow and service patterns in how we serve people across multiple partners, we may need end of year retroactive adjustments which might impact the targets that are set each year.
3. Washington is interested in establishing a baseline that tracks the number of people who have secured employment in the second quarter after exit across the entire system, which would be used as a state-wide indicator to see how the WIOA system is better serving people across partners.

RECOMMENDATION:

1. Response to the NPRM should request that the regulations make clear that unforeseen shifts in the distribution of clients across one-stop system partners be explicitly identified as legitimate considerations in year-end adjustment of performance under Sec. 116(b)(3)(vii), particularly if participants with previously uncommon combinations of factors or barriers become a significant proportion of a program's participant population, and even if available historical data on a service population is limited in the program not providing service.
2. If the Board agrees that this is a valuable approach for helping inform the implementation and management of WIOA, then it should be affirmed and included in the planning and development processes. Initial steps should include:
 - a. Measuring the overall "output" of the combined workforce system through measures starting with the total number of individuals placed
 - b. Examining the extent to which individuals are already being served by more than one workforce agency, both concurrently and over time, and the comparability of existing data about their characteristics and barriers. The files used in preparation of the annual Workforce Training Results can provide a starting point.

Though Washington is ahead of most states in experience in compiling consistent data across the larger workforce system, this will not be a costless endeavor, and given the other demands of WIOA implementation will produce results incrementally over time.

CURRENT STRUCTURE UNDER WIA: No equivalent WIA activity.

POTENTIAL/PERCEIVED CHANGES UNDER WIOA: WIOA requires extensive reporting of service numbers and outcome based on characteristics and barriers, but primarily within and not across programs. Some of the participant attributes listed in WIOA are beyond those currently collected in many existing systems.

MINORITY POSITION(S): None noted

STAKEHOLDERS ENGAGED: Representatives of Employment Security, WDC, DSHS, and DVR

ANY ISSUES, QUESTIONS, GUIDANCE NEEDED TO INFORM THE STEERING COMMITTEE:

Concerns about how undocumented participants are counted (or not) in performance data, particularly for employment and earnings.