

CORE PERFORMANCE MEASURES

The *Performance Accountability Round Table* recommended the design and implementation of a core set of *performance measures* for workforce development programs and services¹. The *performance template* below was formatted to collect existing program data from Round Table members. Additional measures may be added to the core set as appropriate to create a more comprehensive *performance template* for specific programs.

For Agency/Program:		
	MEASURE	PROGRAM DATA
EMPLOYMENT IMPACT	Number Served	
	Entered/Obtained Employment (<i>NA for incumbent workers</i>)	
	Post Participation Average & Median Wages/Earnings	
	Pre-Program Average and Median Wages/Earnings	
	Change in Average and Median Wages/Earnings (<i>Post vs. Pre</i>)	
	Employment Retention (<i>three consecutive post quarters</i>)	
BUSINESS IMPACT (as appropriate)	Business Competitiveness Goal - Employer Reported (<i>See menu of examples on attachment.</i>)	
	Workforce Stabilization: Decreased employee turn-over	
	Workforce Stabilization: Decreased employee absenteeism	
SKILL BUILDING IMPACT (as appropriate)	Educational credential from accredited institution	
	Attainment of Basic Educational Skills (<i>e.g., TABE Test</i>)	
	Attainment of English Language Skills (<i>BEST or REEP Tests</i>)	
	Attainment of Occupational Skills (<i>Pre-post testing based on Industry Skill Standards or Employer evaluation of participant's skill level</i>)	
	Job Progression, Career or Employment Advancement (<i>Indicated by a Wage Increase and/or Job Change</i>)	
CUSTOMER SATISFACTION SURVEYS	<u>Participants and Employers:</u> <ul style="list-style-type: none"> ◆ Satisfaction with services received ◆ Service met expectations ◆ Actual service compared to "ideal" service ◆ Effectiveness of staff in providing assistance ◆ Reasons for satisfaction or dissatisfaction <u>Participants:</u> <ul style="list-style-type: none"> ◆ Services received were a positive factor in obtaining employment, improving job performance or advancement to additional education/training <u>Employers:</u> <ul style="list-style-type: none"> ◆ Employer willingness to utilize additional services and to recommend services to other employers 	

¹ Initial list of workforce programs included: Workforce Investment Act (WIA) Title I for Adults, Dislocated Workers, and Youth; Adult Education Programs (WIA Title II and DOE state appropriations); WIA Title III - Wagner-Peyser Employment Services (OSCCs); DTA's Employment Services Program (ESP); incumbent worker training (WTF, ECCLI, BEST/BSW); Trade/NEG activities; and Post-Secondary Degree and Certificate programs (BHE). Additional programs and agencies will be added to the Round Table and the performance report.

ATTACHMENT C

Examples of Performance Measures for Business Outcomes

1. Competitiveness: The following measures are suggested ways in which companies may define measures of competitiveness related to the quality, efficiency, safety and productivity of their workforce. *This list is not exhaustive.*

Efficiency (for example)

- Increased sales
- Decreased order processing time
- Increased number of “transaction counts”
- Decreased number of steps in production or service delivery
- Reduction of “rework” or the reprocessing of tasks

Quality (for example)

- Reduced customer complaints
- Client or patient satisfaction determined by surveys or other recording methods

Safety (for example)

- Fewer safety violations for participating employees (or a specific unit within a firm).
- Reduced Worker’s Comp Filings for participating employees (or a specific unit within a firm)

Productivity (for example)

- Scrap/waste reduction
- Reduced set-up time
- Attainment of individual or business wide certifications
- Other measures of increased productivity quantifiably defined by business
- Sales per person

2. Workforce stabilization (for example)

- Decreased turnover for participating employees (or a specific unit within a firm).
- Decreased absenteeism for participating employees (or a specific unit within a firm)