

# Continuous Improvement Performance Initiative Statewide Webinar

Nov. 12, 2019



# **Welcome and Remarks**

**Mary Lazor**

**Vice President, Strategic Policy & Performance**



- Focus on core services aligned with strategic direction
- Accurate, timely data using existing sources
- Consistent with WIOA primary indicators of performance
- Easy to understand, implement and track
- Focus is on improvement and collaboration

# Project Team Members

Executive Sponsors	Project Development Team	Contributing Team Members
Mary Lazor	Steve Collins	Nathan Roberts
Andrew Collins	Jackie Barreiros	Melanie Conover
	Casey Penn	Dehryl McCall
	Kathy Keeton	
	Daniel Harper	
	Barker Powell	
	Olivia Davidson	

- Continuous Improvement Performance Initiative:
  - Informational Documents
  - Performance Metrics
  - Target Setting
  - Methodology
- Performance Website
- Open Discussion

# Continuous Improvement Performance Initiative

**Steve Collins**

**Director, Performance and Analytics**

**Jacqueline Barreiros**

**Senior Program Analyst**



- Frequently Asked Questions
- Business Penetration Service Codes
- Additional Credit: Industry Sectors
- Participant Training Rate Service Codes
- Employment and Participant Rate  
Additional Credit: Barriers to  
Employment



## Continuous Improvement Performance Initiative Frequently Asked Questions

### Overview

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#### 1. Why was the Continuous Improvement Performance Initiative created?

The Continuous Improvement Performance Initiative was conceptualized in support of the CareerSource Florida Board of Directors' core value of continuous improvement for Florida's workforce development system. Aligned with CareerSource Florida's corporate goals and supported by local workforce development board leaders, this initiative represents the evolution of how we measure, track and improve performance at the state and local levels. The federal Workforce Innovation and Opportunity Act (WIOA) includes Primary Indicators of Performance in which all states are responsible for achieving targeted performance. The metrics and components included in the Continuous Improvement Performance Initiative offer additional measures specifically aligned with WIOA and the goals and strategies of the State of Florida.

#### 2. How was the Continuous Improvement Performance Initiative developed?

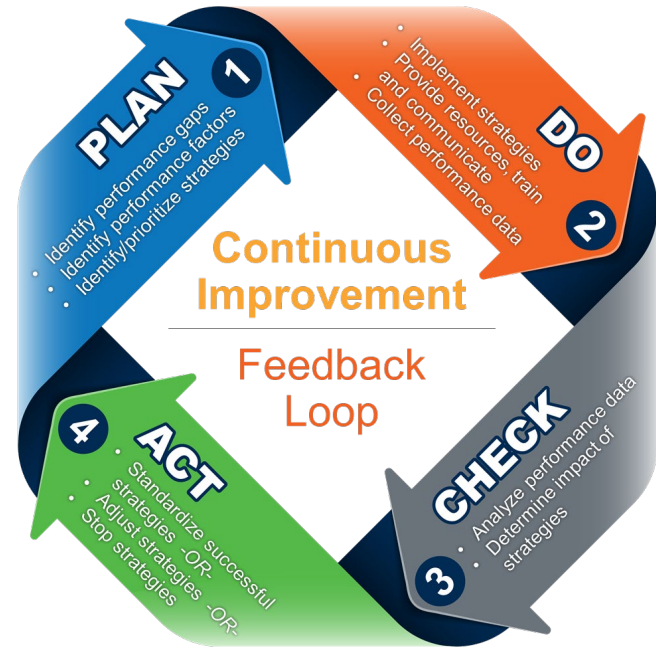
The initiative was designed and developed based on input from local workforce development board leaders during strategy planning and feedback sessions. Team members from CareerSource Florida and the Department of Economic Opportunity conducted best practices research, historical data analyses and evaluation of past systems. [Florida's Performance Funding Model](#) was instrumental in the design of the Continuous Improvement Performance Initiative. Additionally, a Performance Advisory Council, consisting of local workforce development board representatives, was established to provide ongoing feedback and recommendations for continuous improvement.

[careersourceflorida.com/performance](https://careersourceflorida.com/performance)

## Employment Rate 1st Quarter After Exit

- Percentage of WIOA and Wagner-Peyser participants\* who exited the system and had certified wages the first quarter after exit
- Additional credit for placing persons with barriers to employment

*\* Excludes participants served through time-limited special initiative grants.*





## Employment Rate 1st Quarter After Exit

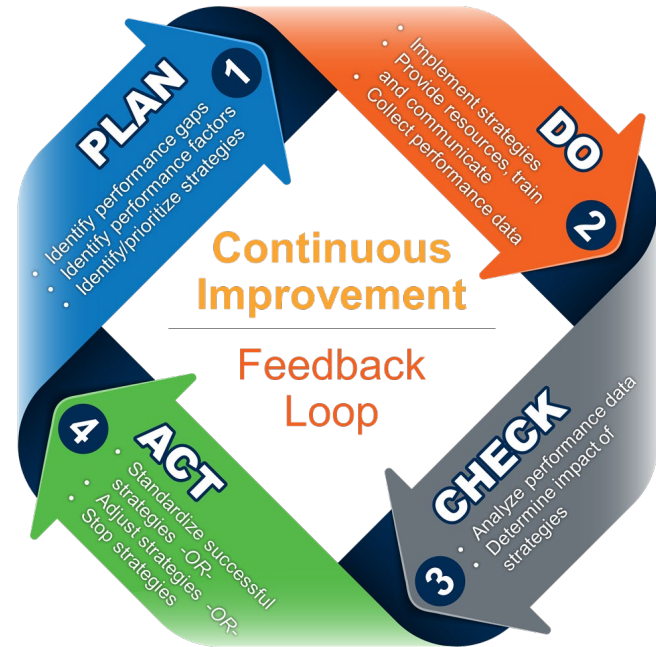
- **Numerator:** Participants\* who exited during the period being measured and had certified wages, reported by the Department of Revenue, in the first quarter after exit.
- **Denominator:** Participants\* who exited during the period being measured.
- **Additional Credit:** Receive .20 (or one-fifth of a point) for each barrier to employment identified in Employ Florida for the participants in the numerator.

*\* Excludes participants served through time-limited special initiative grants.*

## Participant Training Rate

- Percentage of WIOA participants\* who received training services
- Additional credit for providing training services to persons with barriers to employment

*\* Excludes participants served through time-limited special initiative grants.*



## Participant Training Rate

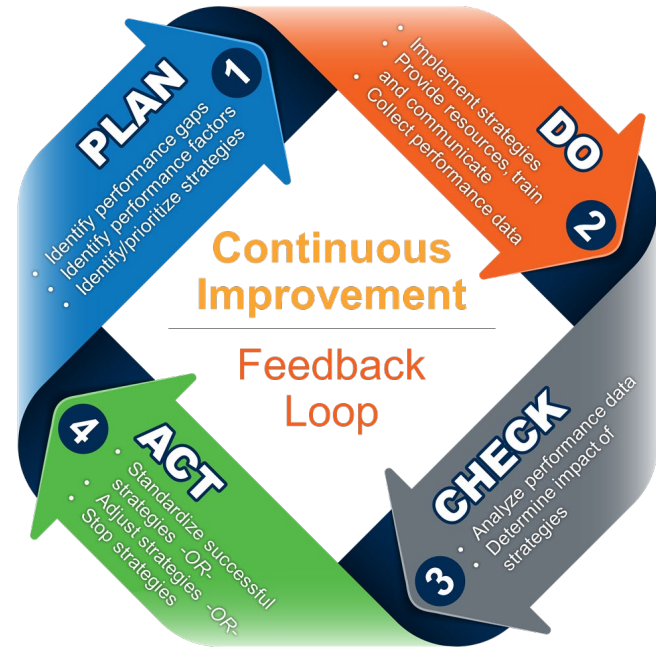
- **Numerator:** Participants\* who are in training or have completed training during the period being measured.
- **Denominator:** Participants\* served during the period being measured.
- **Additional Credit:** Receive .20 (or one-fifth of a point) for each barrier to employment identified in Employ Florida for the participants in the numerator.

*\* Excludes participants served through time-limited special initiative grants.*

## Business Penetration

- Number of *business establishments* that received a staff-assisted, high-value service
- Additional credit for staff-assisted, high-value *services* to business establishment in up to five industry sectors\* identified in your local WIOA plan

\* At two-digit NAICS code level.



## Business Penetration

- **Count:** The number of *business establishments* that were provided a staff-assisted, high-value service by the local workforce development board during the period being measured.
- **Additional Credit:** Receive .30 (or approximately one-third of a point) for each *staff-assisted, high-value service* provided to business establishments in up to five board-selected targeted industry sectors.

\* At two-digit NAICS code level.

- Fiscal Year 2019-2020 improvement target =  
**10% for each metric quarterly,  
compared to same quarter in the previous year**
  - Considers local workforce development board historical and current performance
  - Based on baseline metric performance (without additional credit) from the previous year

- Employment and Training metrics
  - Employment Rate and Training Rate are calculated using each metric's numerator and denominator.
  - Additional credit is added to the numerator (**.20 for each barrier to employment**) and divided by the denominator.
- Business Penetration metric
  - A count of business establishments provided a staff-assisted, high-value service is tallied.
  - Additional credit is added to the count (**.30 for each staff-assisted, high-value service** to business establishments in up to five industry sectors).

- Employ Florida is the sole data source for this initiative.
- Local workforce development board performance is evaluated by comparing the **baseline metric** (performance without additional credit from the same quarter in the previous year) to current-year **performance including additional credit**.

Quarterly Year-Over-Year Goal

	Employment Rate Baseline	Applied to Current-Year	
		Improvement Target	Performance Target
<b>Qtr 1</b> (July 1, 2019-Sept. 30, 2019)	61.45%	10%	<b>67.59%</b>
<b>Qtr 2</b> (Oct. 1, 2019-Dec. 31, 2019)	59.11%	10%	<b>65.03%</b>
<b>Qtr 3</b> (Jan. 1, 2020-March 31, 2020)	71.35%	10%	<b>78.49%</b>
<b>Qtr 4</b> (April 1, 2020-June 30, 2020)	62.71%	10%	<b>68.98%</b>

Current-Year Performance

Employment Rate	Improvement without Additional Credit	Employment Rate + Additional Credit	Improvement with Additional Credit	Target Met?
67.23%	9%	<b>67.99%</b>	<b>11%</b>	<input checked="" type="checkbox"/>
53.33%	-10%	<b>53.97%</b>	<b>-9%</b>	<input type="checkbox"/>
58.33%	-18%	<b>59.20%</b>	<b>-17%</b>	<input type="checkbox"/>
79.43%	27%	<b>80.26%</b>	<b>28%</b>	<input checked="" type="checkbox"/>





- Performance awards available for each metric for which the target is met each quarter – 12 total opportunities per year
- Performance awards based on formula funding
- Distributed twice per year

- CareerSource Florida performance website in development
- Continuous Improvement Performance Initiative sections include:
  - About
  - Frequently Asked Questions
  - Metrics & Methodology
  - Performance page for each local workforce development board including case-level details

A group of business professionals in a meeting. A man in a light blue shirt and striped tie stands in the center, gesturing with his hands as if speaking. He is surrounded by several other people, including a woman on the left and a man on the right, who are looking towards him. The scene is set in a bright, modern office environment. The entire image is overlaid with a semi-transparent blue filter.

# Open Discussion



## Project Lead

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# Thank you!

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