



NATIONAL
GOVERNORS
ASSOCIATION

Nevada Governor's Workforce Development Board

WIOA Performance Indicators

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NGA Center for Best Practices

The National Governors Association

Founding

The May 1908 meeting of President Theodore Roosevelt and governors led to the creation of the National Governors Association.



What We Do

The National Governors Association (NGA) is the nonpartisan organization of the nation's governors. Through NGA, governors identify priority issues and deal with matters of public policy and governance at the state, national and global levels.

The NGA Center for Best Practices is the only research and consulting firm that directly serves governors and helps governors and executive branch leaders develop and implement innovative solutions to public policy challenges. Our Government Relations team ensures that states are a strong voice in Washington, D.C. We also provide management consultative services to both new and incumbent governors, their senior executive staff and trusted advisors.



The NGA Center for Best Practices

Services:

- Customized Technical Assistance
- Facilitation & Strategic Planning Support
- Multi-State Consortia and Peer Learning
- Research & Published Reports

Program Areas:

- Children & Families
- Cybersecurity
- Energy
- Environment
- Healthcare Delivery
- Homeland Security
- Infrastructure
- K-12 Education
- Land Management, Agriculture, Wildlife, & Rural
- Postsecondary Education
- Public Health
- Public Safety & Legal Counsels
- Substance Use & Mental Health
- **Workforce Development & Economic Policy**



Workforce Development Technical Assistance Program

- 42 states and territories engaged
- Focus areas:
 - State workforce development policy and innovation
 - Administration of WIOA and other federal programs
 - Coordination of workforce development systems with economic development, secondary and postsecondary education, and human service programs;
 - Strategies for building a high-performing state workforce development board
 - Professional development and capacity building for state workforce system leadership
- Services:
 - Sharing best practices
 - Customized research
 - State board meeting facilitation
 - Peer learning and mentoring support
 - Analysis and updates on federal legislation
 - Monthly technical assistance calls and weekly newsletters

[More information on our website](#)

Policy Levers for Governors in WIOA

1. Create, communicate, and execute the state's vision and priorities for workforce development;
2. Directing funding toward those priorities by leveraging authority over funding formulas and Governor's Reserve funds; and
3. ***Ensure quality service delivery to employers and jobseekers by overseeing system performance and accountability.***



Ensure quality service delivery to employers and jobseekers by overseeing system performance and accountability

Establish Performance Metrics and Standards That Align With the Governor's Vision for Workforce Development:

- Set additional metrics for the WIOA system that promote systems alignment and align with the Governor's overall vision for workforce development; and
- Align these metrics with existing performance metrics for other programs.

Metrics to Evaluate System Performance Required by WIOA

- ✓ The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program;
- ✓ The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program;
- ✓ The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program;
- ✓ The percentage of program participants who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent during participation in or within 1 year after exit from the program;
- ✓ The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential or employment.

WIOA's Six Primary Indicators of Performance

- Employment Rate Q2 After Exit
- Employment Rate Q4 After Exit
- Median Earnings Q2 After Exit
- Credential Attainment
- Measurable Skill Gains
- Effectiveness in Serving Employers (states must choose two and may develop a third)
 - Retention Rate Q2 and Q4 After Exit
 - Repeat Business Customers Within Three Years
 - Employer Penetration Rate

Governors' Flexibility to Set Additional Indicators

- Statute: “A State may identify in the State plan additional performance accountability indicators.”
- Final rule: “... the Governor also has the authority to identify, in their Unified or Combined State Plan, additional performance accountability indicators.”
- Opportunities to consider:
 - Setting additional metrics for the WIOA system that promote systems alignment and align with the Governor’s overall vision for workforce development
 - Aligning these metrics with existing performance metrics for other programs

State Board Authority

- Statute: “The State board shall assist the Governor in... the **development and updating of comprehensive State performance accountability measures**, including State adjusted levels of performance, to assess the effectiveness of the core programs...”
- Final rule: “The State WDB serves as a convener of State, regional, and local workforce system partners to **enhance the capacity and performance** of the workforce development system and **align and improve** employment, training, and education programs, and through these efforts, promote economic growth.”
- [NGA High Performing Board Framework](#): Board sets **measurable goals and strategic priorities** and utilizes data and partner feedback to **evaluate progress, align systems, and direct resources**

State Examples

- **Arizona**

- Average number of days to fill job openings with staff assistance
- Percentage of employers who contacted an American Job Center assisted in identifying qualified applicants
- Number of businesses whose worksites were visited by a Business Services Representative

- **Massachusetts**

- Number and percent of participants employed in a training related job Q2 after exit
- SNAP recipients employed Q2 after exit

- **Texas**

- Employer Hiring Partner Rate
- New Employment Connection Rate
- Child Care Parent Reemployment
- Maintaining Employment Connection Rate
- Earnings Increase and Earnings Replacement

State Board Strategic Plans

- Establish vision, goals, and metrics for state system beyond WIOA
- Engage a broader range of stakeholders
- Utilize dashboards and other tools to track progress and measure outcomes
- State example: Kentucky
 - [Strategic plan](#) with specific metrics
 - [Kentucky Workforce Dashboard](#)
 - Continuous improvement process and alignment with WIOA state plan

Questions & Discussion

Stay Connected with the NGA Center



[NGA.org](https://www.nga.org)



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