

## MINUTES

### PERFORMANCE COMMITTEE NEBRASKA WORKFORCE INVESTMENT BOARD

August 14, 2013

Chair Bruce Cutright called the meeting to order on August 14, 2013 at approximately 9:30 a.m. Members attending by conference call were: Bruce Cutright, Becky Golden, Randy Kissinger, Cherisa Price-Wells, Terri Ridder, Becky Stitt, and Carol Swigart. Also attending by phone were Shirley Carlson and Thomas Warren. Attending in person at the Department of Labor building was: Jan Fox, Nancy Leonard, Jason Mauseth, Kelley McKay, Joan Modrell and Tom Ukinski.

New ad hoc members appointed to the Performance Committee are Becky Golden and Cherisa Price-Wells. Carol Swigart who was previously an ad hoc non-voting member is now a voting member. She was appointed to the NWIB in June 2013.

#### **I. Approval of May 15, 2013 Meeting Minutes**

Becky Stitt moved to approve the minutes of the May 15, 2013 Performance Committee meeting; it was seconded by Carol Swigart and unanimously approved.

#### **II. State and Local Area Performance Negotiations**

Joan Modrell, Executive Director of the Office of Employment and Training, reviewed the State and Local Area Performance Negotiations with the committee. The state completed their negotiations with the Feds in June. In July, the state started the process with the local areas and their negotiations were completed by the end of July. She shared with the committee members the PY2013 Local Area Negotiations charts for Greater Lincoln, Greater Nebraska and Greater Omaha. The state does not report local area performance to the Feds, only state performance is reported. This is how the WIA program is evaluated on whether it is successful or not. She believes that doing performance negotiations will become an annual event. Bruce Cutright asked if there are any areas of concern that we as a state need to be aware of. Joan explained this is a topic that will be discussed under Agenda Item III – 4<sup>th</sup> Quarter Preliminary Performance.

#### **III. WIA Program Dashboards**

- **4th Quarter Preliminary Performance**
- **Adult Performance 4th Quarter Comparison**
- **Dislocated Worker Performance 4th Quarter Comparison**
- **Youth Performance 4th Quarter Comparison**
- **Youth Planned vs. Actual Enrollments & Exits**
- **Local Area Financial Analysis as of 6-30-13**

Joan reviewed the WIA Common Measures – Program Year 2012 – 4<sup>th</sup> Quarter Summary Report charts for the State, Greater Lincoln, Greater Omaha and Greater Nebraska. Because of new members on the committee, she explained how the charts were organized. The state can't fall below 80% in any one of the measures or below 90% in the aggregate score. As long as a state

meets these two criteria, they aren't put under sanction. If we meet the aggregate score of 100% in each area (Adult, Dislocated Worker and Youth) then the state is eligible for federal incentive funds as long as Adult Basic Education and Carl Perkins meet their performance criteria... The last two years, Carl Perkins and Adult Basic Education have met their criteria but we did not. If criteria are met, we would be eligible for a \$750,000 grant.

Final PY 2012 performance will be submitted by September 30, 2013. As of now, only one of the three local areas, Greater Nebraska, has met the 100% aggregate score in all three performance measure areas (Adults, Dislocated Worker and Youth). Joan reviewed the other charts that were sent to the committee (the bar charts).

Joan said it is important to be familiar with the employer community in order to know where the high paying jobs are. Last year there was concern with the youth measure. Time and effort were put forth by all three local areas on this measure and the outcome was much improved.

Joan asked for questions. Bruce Cutright had a question about the State Adult WIA Performance bar graph. It appears in 2012 there was either a high turnover or more temporary positions with less pay. Is there a trend of more part time or temporary jobs or is there a trend of high turnover where people are being placed? Joan suggested in order to having a better understanding of this, we could have a follow-up discussion of what kind of jobs people are going into. We know which sectors have low, medium and high turnover rates. We need to take a look at the jobs people are leaving. Joan said we could data mine the data to get a better understanding of what is creating this.

Becky Golden stated that the data we have is after the fact data. As we look forward, strategies are changing but none of that is reflected in this data. Joan thinks with our new tracking system, we can probably just pull exit data and go by exits (who was exited and what field they went into). Joan said we could check into the possibility of getting more current data; if so, this could be on the agenda for the next Performance Committee meeting.

Joan reviewed with the committee the "Youth Planned vs. Actual" dashboard. Jan Fox and she will be revising the form they ask the local areas to fill out for enrollments and exits. This form as a planning and review tool could be clearer.

Joan reviewed the next three pages which is a financial snapshot of the local areas. These pages are as of August 9, 2013 so there could be things that aren't included yet. These charts do not reflect any fund transfers. For instance, Greater Nebraska has transferred \$100,000.00 from the Dislocated Worker to Adult Program. Joan said there is nothing concerning about the expenditure levels.

Joan said if there is another sequestration, it could affect the advanced money we get in October. We could have more reductions and this could very well affect how we deliver services.

#### **IV. Continuous Improvement – “How Do the Local WIA Area Service Providers and Workforce Investment Boards Utilize Customer Satisfaction Activities?”**

Jan Fox, Program Coordinator for the Office of Employment and Training, said we had asked the three local areas if they would report on what they are doing with their customer satisfaction activities.

Greater Lincoln – reported on by Carol Swigart – Lincoln WIB Member. They use their customer satisfaction survey data by taking a three tier approach. It is used by the One Stop Operator, the Customer Advisory Committee and the Greater Lincoln Workforce Board. The One Stop operator uses the customer comments and responds to any complaints. The results of the customer satisfaction surveys are shared with staff and partner agencies for staff evaluations and planning data. It is used to provide insight to the Customer Advisory Committee. They also use the survey questions to develop specialized customer feedback tools for some of their specific programs. The Customer Advisory Committee compares data from one year to the next and reports to the full board. The board uses it in a lot of ways. For instance, it is used for the WIA Annual Report. The format and results are shared with members of the Great Lakes Employment and Training Association. Past results were used to structure discussion at their visioning and planning session for their new location. They feel it's a very helpful tool and they constantly use it to improve the program for employers and clients.

Greater Omaha – reported on by Shirley Carlson – HWS. Surveys are handed out in the resource room as well as to individual clients. Co-located partners at the center also hand out surveys. This past program year over 1,800 surveys were returned and the average satisfaction rate was over 98%. All surveys are reviewed by the One Stop manager. A survey report is put together and shared at the Performance Committee meetings and with the board members. Survey results are put in a binder and stored in the resource room for anyone to review. Survey results are discussed at monthly partner meetings. They have a new One Stop manager and that person suggested doing another survey which is more like an interest survey (for example, what else would you like to see done at the center). They plan to implement this on a quarterly basis starting in September.

Greater Nebraska – reported on by Kelley McKay. Traditionally, Greater Nebraska's service provider is also a partner. Because the service provider is truly integrated, customer satisfaction surveys in the career center are conducted with Wagner Peyser. This will change. Up to this point, surveys are available throughout the career center. When turned in, they are addressed as necessary by career center staff.

They have reviewed the continuous improvement process (which includes customer satisfaction surveys) and it was presented to the board in June. Everything has been done at an oversight level through the recertification process. They did do a major restructure with that process and are now only recertifying the comprehensive One Stop instead of affiliates. It was decided by the GNWIB that only looking at one career center every three years was not the best way to do it. The Compliance Committee is charged with continuous improvement so they are going to be reviewing this over the next year.

At the Performance Committee's last meeting, they discussed customer satisfaction activities. They were wondering if the surveys should be consistent among the three local areas. Should

there be some type of common data collection. Based on the three local area reports, Jan Fox asked what the committee thought.

Becky Stitt thinks consistency would be a good idea. It would be more meaningful if there was a uniform way that data was gathered. Bruce Cutright agrees with Becky. He thinks it is great what each local area has done, but it is hard to compare when the each local area uses a different way of collecting the data. Carol Swigart said she thinks there needs to be some consistency but still gives each local area leeway to develop survey questions specific to their particular situation. Joan said this topic can be put on the agenda for the next local area administrators' meeting to see if there is a way two or three questions could be customized and each local area would use those on their surveys. Again, she said we do rely very heavily on local boards to handle this because it is one of their responsibilities at the local level. Maybe the Performance Committee would want to do something statewide. In the past, we have done the Mystery Shopper. Bruce Cutright asked if we were to receive incentive funds, could some of those funds be used for something like Mystery Shopper. Joan said yes this would be an allowable activity.

#### **V. Design Options for WIA Annual Report for PY 2012**

Jan Fox said the WIA Annual Report is a federal requirement. The Performance Committee members had received the timeframe for the Annual Report at the last meeting. She spoke about the Carl Perkins Act. This report comes from the Department of Education. She explained that what had been done in the past regarding the Annual Report was that a notation was made if the Performance Committee reviewed and accepted the report from the Department of Education.

The members had received a couple design options for the Annual Report. Jan Fox told the members to disregard the content—just look at the style. Joan and Jan Fox are preparing all the content, and then it will be sent to the Public Information Office. They will use whatever design the Performance Committee selects.

Jan Fox asked if the Performance Committee accepted the Carl Perkins Act information. She also asked they let her know which design they preferred.

Becky Golden asked if we ever get additional information on the Carl Perkins Act other than at this particular time. Joan said yes we do. We have been involved with a number of the Carl Perkins initiatives. At the last meeting of the NWIB, the members endorsed and approved the Career Readiness Standards. Joan suggested we might have a Carl Perkins update as an agenda items for the next meeting.

Becky Stitt, Carol Swigart, Becky Golden and Terri Ridder gave Jan comments on the Annual Report design. The committee did make a recommendation as to the design they preferred.

#### **VI. Set 2014 Meeting Dates**

- **February 19, 2014**
- **May 21, 2014**
- **August 20, 2014**

Jan Fox shared the dates of next year's meetings. They are listed above. It was decided to have an in-person meeting for the May 21, 2014 meeting.

Next Full Board Meeting – October 18, 2013

Next Executive Committee Meeting – December 13, 2013

## **VII. Adjournment**

A motion to adjourn was made by Becky Stitt; Terri Ridder seconded the motion; a voice vote was taken; the motion carried unanimously and the meeting was adjourned at 10:52 a.m.

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August 21, 2013