

Gulf Coast Workforce Board

Workforce Solutions Performance and Production

Since its inception, the Gulf Coast Workforce Board has focused on achieving results for our community. All that the Board does – and how it invests – goes to ensure:

1. Competitive employers
2. An educated workforce
3. Higher incomes
4. More and better jobs
5. An increasing return on investment

To gauge how effective the Board’s operating affiliate and the Board’s efforts to leverage support in the broader community are, the Board has designed a series of **performance** measures.

We judge our impact – and the effectiveness of Workforce Solutions – using these measures.

For 2018, the Board’s principal **performance measures** for Workforce Solutions are:

1. The number of the region’s employers who use Workforce Solutions service	23,000
2. Percentage of the region’s employers using Workforce Solutions as repeat customers	60%
3. Number of new jobs created as a direct result of Workforce Solutions partnerships with economic development and other business organizations	3,300
4. Percentage of individuals employed after leaving Workforce Solutions	76%
5. Percentage of individuals – unemployed at entry – who are employed after leaving Workforce Solutions	74%
6. Percentage of individuals who are employed two consecutive calendar quarters after leaving Workforce Solutions	83%
7. Percentage of individuals who are employed during the quarter they begin service	65%
8. Percentage of individuals with earnings gains of at least 20% after leaving Workforce Solutions service	37%

9. Percentage of individuals with earnings gains after leaving Workforce Solutions service	46%
10. Percentage of customers pursuing an education credential who achieve that credential	74%
11. Percentage of customers pursuing a post-secondary degree or certificate who achieve it	85%

Although Employer Service is primarily responsible for the first three **performance** measures and the career offices for measures four to 11, **performance** is the responsibility of the entire system.

Performance measures are applied to all individuals and all employers that Workforce Solutions serves regardless of fund tag.

We will include these **performance** measures in contracts.

We publish performance on a series of measures designed to gauge our impact on the broader community although we do not include these measures in contracts.

For more information on the Board’s performance measures, you may access *A Results, Measures, Baselines, and Targets Framework – The Family System of Measures* online at

<http://www.wrksolutions.com/Documents/About/System-measures-framework/GCWB-SystemsMeasuresFramework-2014-2018.pdf>

Workforce Solutions and the adult education consortium have multiple **production requirements** that come with the funds that power our system. We will establish 2018 production requirements when we contract with successful bidders.

We emphasize that both performance and production are the responsibility of all parts of Workforce Solutions, and our performance measures apply to the entire system. Production requirements may be primarily the responsibility of one or several units in the system, and we do not contract each production requirement to every contractor.

Following are the **2017** system levels for these requirements:

Requirement	Target	Primary Responsibility
1. Job postings filled	25%	Employer Service and Career Offices
2. Individuals directly placed	23,000	Career Offices
3. Employed or enrolled in training by the second quarter after exit – All Individuals tagged Workforce Innovation & Opportunity	61.4%	Career Offices
4. Employed Q2 – Adults	75%	Career Offices
5. Employed Q2 – Dislocated Workers	81.3%	Career Offices
6. Employed or enrolled in training Q2 – Youth	63.8%	Career Offices
7. Employed or enrolled in training by the fourth quarter after exit – All Individuals tagged Workforce Innovation & Opportunity	78.3%	Career Offices
8. Employed Q4 – Adults	71.5%	Career Offices
9. Employed Q4 – Dislocated Workers	76.1%	Career Offices
10. Employed or enrolled in training Q4 – Youth	67.7%	Career Offices
11. Median earnings by the second quarter after exit – All Individuals tagged Workforce Innovation & Opportunity	\$4,080	Career Offices
12. Median earnings Q2 – Adults	\$3,910	Career Offices
13. Median earnings Q2 – Dislocated Workers	\$6,980	Career Offices
14. Credential Rate – All Individuals tagged Workforce Innovation & Opportunity	To be determined	Career Offices
15. Credential Rate – Adults	47.7%	Career Offices
16. Credential Rate – Dislocated Workers	66.6%	Career Offices
17. Credential Rate – Youth	41.7%	Career Offices

18. Unemployment claimants employed within 10 weeks	42.5%	Career Offices
19. Work Rate for Temporary Assistance to Needy Families Employment & Training participants	50%	Career Offices
20. Supplemental Nutrition Assistance Able-Bodied Adults Without Dependents participating in employment & training activities	8,029	Career Offices
21. Supplemental Nutrition Assistance General Population participating in employment & training activities	6,731	Career Offices
22. Employment rate for non-custodial parents	65%	Career Offices
23. Employment retention rate for non-custodial parents	50%	Career Offices
24. Average daily number of children sponsored in early education/child care	21,465	Support Center
25. Total students enrolled by adult education providers	20,470	Adult Education
26. Total students enrolled for at least 12 contact hours by adult education providers	19,131	Adult Education
27. Total students enrolled in adult education career pathways projects	807	Adult Education
28. Total students enrolled in adult education transition to post-secondary training projects	883	Adult Education
29. Total students enrolled in adult education integrated English language/civics projects	655	Adult Education
30. Total students enrolled in adult education Accelerate Texas projects	220	Adult Education
31. ABE Beginning Literacy successful outcomes	62%	Adult Education
32. ABE Beginning Basic Education successful outcomes	55%	Adult Education
33. ABE Intermediate Low successful outcomes	54%	Adult Education
34. ABE Intermediate High successful outcomes	46%	Adult Education
35. ESL Beginning Literacy successful outcomes	55%	Adult Education
36. ESL Beginning Low successful outcomes	61%	Adult Education
37. ESL Beginning High successful outcomes	64%	Adult Education
38. ESL Intermediate Low successful outcomes	62%	Adult Education
39. ESL Intermediate High successful outcomes	52%	Adult Education
40. Advanced ESL successful outcomes	52%	Adult Education

41. ASE Low successful outcomes	52%	Adult Education
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The Financial Aid Support Center is responsible for the average daily number of children sponsored in early education/child care.

Adult education providers are responsible for a negotiated share of the enrollment targets and for reaching outcome levels.

Additional requirements applicable to career offices in 2018 include:

- A target for individuals served through on-the-job training. The 2017 target is 400.
- A target for new apprentices entering registered apprenticeship programs. We have no comparable target in 2017.
- A target for youth (individuals between the ages of 16 and 24) served by the system. We do not have a comparable target for 2017.

For Employer Service, we will set penetration rates in key industries – in addition to the market share performance measure – as 2018 production requirements.

We track and report several system enrollment figures, although we do not include these as contractual requirements:

1. Total individuals served
2. Average monthly traffic
3. Trade Adjustment Assistance enrollments
4. Total individuals receiving financial aid, any type
5. Total number of parents provided with early education/child care financial aid
6. Total job postings open during a month/total job postings new in a month
7. Total WorkInTexas registrations in a month/total new WorkInTexas registrations in a month
8. Total job openings filled