WIOA & Performance Indicators

ALL YOU NEED TO KNOW IN PY18 & PY19

KEN RYAN
FUTUREWORK SYSTEMS
About FutureWork Systems

*Since 1999, FutureWorks has focused exclusively on performance in the public workforce system... providing BI applications and technical assistance*

Monthly Data from Nine States and over 150 local WDBs

- California
- Connecticut
- Georgia
- Louisiana
- Minnesota
- Missouri
- New Jersey
- Nevada
- North Carolina

- Administrators
- Policy Makers
- Program Managers
- Analysts
- Case Workers
- Public Relations
Performance Indicators the same for all Titles

WIOA mandates a set of performance accountability measures that apply across all six core programs:

1. Adult Employment Services
2. Dislocated Workers Employment Services
3. Youth Employment Services
4. Adult Education and Literacy Services
5. Wagner-Peyser Employment Services
6. Vocational Rehabilitation Services

Title I

Title II

Title III

Title IV
## Performance Indicators

<table>
<thead>
<tr>
<th>Performance Indicators</th>
<th>Title I</th>
<th>Title II</th>
<th>Title III</th>
<th>Title IV</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Reportable Individual</td>
<td>Adult Participant</td>
<td>Dislocated Participant</td>
<td>Youth Participant</td>
</tr>
<tr>
<td>Employment Rate Q2</td>
<td>N/A</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Median Earnings Q2</td>
<td>N/A</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Employment Rate Q4</td>
<td>N/A</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

### Credential Rate 1 Year
*(Only if received education or training other than OJT or customized)*

<table>
<thead>
<tr>
<th></th>
<th>Title I</th>
<th>Title II</th>
<th>Title III</th>
<th>Title IV</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Postsecondary</td>
<td>N/A</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>B. Secondary</td>
<td>N/A</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

### Skill Gains (Real-Time)
*(Only if received education or training)*

<table>
<thead>
<tr>
<th></th>
<th>Title I</th>
<th>Title II</th>
<th>Title III</th>
<th>Title IV</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>N/A</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

### Employer Indicators
States select 2 of 3
1. Employer Retention
2. Employer Penetration Rate
3. Repeat Business Customer Rate

Shared performance across all Titles

### Exclusions to all Performance Indicators
1. Exits due to incarceration or 24/7 resident of hospital or treatment center
2. Exits after call up to active military duty for more than 90 days
3. Deceased
4. Exits due to medical treatment expected to last more than 90 days
5. **Additional for Youth Only** – Foster care requires move from area
WHO COUNTS IN PERFORMANCE?

Reportable Individual – Does not count in Performance, just report number served not outcomes

- Individuals who engage with the system on an initial level (self-service, information-only services) but who do not complete the requirements to become participants and receive additional services

Participant – Counts in Performance

- **Adult, DW & Wagner-Peyser**: A reportable individual who has received services beyond self-service or information-only activities after satisfying all applicable program requirements

- **Youth Participant**: A reportable individual who has satisfied all applicable program requirements AND has received one or more of the 14 WIOA Youth Program Elements (excluding eligibility, assessment and Individual Service Strategy(ISS))
EMPLOYMENT RATE Q2 - Title I Adult, Title I Dislocated & Title III

Numerator: Participants who exited during the reporting period and are in unsubsidized employment at any time during the 2\textsuperscript{nd} quarter after exit.

Denominator: Participants who exited during the reporting period less exclusions

<table>
<thead>
<tr>
<th>Numerator</th>
<th>Denominator</th>
</tr>
</thead>
<tbody>
<tr>
<td>680</td>
<td>1000</td>
</tr>
</tbody>
</table>

Employment Rate in the 2\textsuperscript{nd} Quarter

68%

Comments:

- Supplemental data allowable for employment
- Reported 4 quarters after exit quarter
### Employment Rate Q2 - Title I Youth

<table>
<thead>
<tr>
<th>Numerator</th>
<th>Denominator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth participants who are in education, occupational skills training, or unsubsidized employment at any time during the 2(^{nd}) quarter after exit.</td>
<td>Youth participants who exited during the reporting period less exclusions</td>
</tr>
<tr>
<td>720</td>
<td>1000</td>
</tr>
</tbody>
</table>

**Employment Rate Q2**

72%

**Comments:**
- Supplemental data allowable for employment
- Follow up required to document participation in education or training
- Reported 4 quarters after exit quarter
EMPLOYMENT RATE Q4 - Title I Adult, Title I Dislocated & Title III

<table>
<thead>
<tr>
<th>Numerator</th>
<th>Participants who exited during the reporting period and are in unsubsidized employment at any time during the 4th quarter after exit.</th>
<th>620</th>
</tr>
</thead>
<tbody>
<tr>
<td>Denominator</td>
<td>Participants who exited during the reporting period less exclusions</td>
<td>1000</td>
</tr>
</tbody>
</table>

Employment Rate Q4

62%

Comments:
- Supplemental data allowable for employment
- Reported 6 quarters after exit quarter
**Employment Rate Q4 - Title I Youth**

<table>
<thead>
<tr>
<th>Youth participants who are in education, occupational skills training, or unsubsidized employment at any time during the 4(^{th}) quarter after exit.</th>
<th>750</th>
</tr>
</thead>
<tbody>
<tr>
<td>Youth participants who exited during the reporting period less exclusions</td>
<td>1000</td>
</tr>
</tbody>
</table>

**Employment Rate in the 4\(^{th}\) Quarter**

75%

**Comments:**
- Supplemental data allowable for employment
- Follow up required to document participation in education or training
- Reported 6 quarters after exit quarter
Credential Rate 1 Year --- Two Types

1. Postsecondary Credential
   
   Obtain credential during participation or within 1 year after exit

2. Secondary Credential:
   
   Obtain secondary school diploma or equivalent during participation or within 1 year of exit
   AND

   Employed OR enrolled in further education/training leading to a credential at any time within 1 year after exit
A. Postsecondary Adult/DW/Youth

**Numerator**  
Participants who obtained a recognized post-secondary credential during program participation or within 1 year after exit from the program.

**Denominator**  
Participants who exited and were in a postsecondary education or training program (other than only OJT or customized) during program participation less exclusions.

B. Secondary Adult/DW/Youth

**Numerator**  
Participants who obtained a secondary school diploma or GED during program participation or within 1 year after exit from the program and were in employment, education or training leading to a credential within 1 year of exit

**Denominator**  
Participants who exited and were in a secondary education program at or above 9th grade level during program participation less exclusions.
The **median earnings** is the **earning** "in the middle" or the midpoint. That is, half of the participants earned below and half earned above this level during the 2\textsuperscript{nd} quarter after exit.

Note:

- Supplemental is allowable if not in wage records but not recommended for Titles I & III.
- Reported 4 quarters after exit quarter
- Median earnings is usually about 80\% of the average earnings
- Median becomes less meaningful the smaller the sample. For instance, in the above example the Average Earnings is $2,619 or 69\% of Median.
Participants who, during the 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 based on attainment of one of the five types of gains.

Participants who, during the program year, are in an education or training program that leads to a recognized postsecondary credential or employment.

Comments:
- Real Time Measure, participants served each year (exited or currently enrolled)
- Participant can only count once in the numerator in any Program Year
- *Includes In-school youth, Out-of-school youth enrolled in training & adults enrolled in post-secondary or secondary school program equivalent
Five Types of Skill Gains

1. Educational Functioning Level
2. Secondary School Diploma
3. Transcript/Report Card
4. Training Milestone
5. Skills Progression
Effectiveness in Serving Employers

- “Baseline” for PY16 and PY17.
- Measured as a shared outcome across all six core programs.
- Three types of measures: States to select 2 of 3
  1. Retention with Same Employer in the 2nd and 4th Quarters after Exit.
  2. Employer Penetration Rate.
  3. Repeat Business Rate.
Employer Indicators

**Employer Retention Rate Q2 and Q4**

\[
\frac{\text{# of participants with wage records who exit and were employed by same employer in the 2nd and 4th quarter after exit}}{\text{# of participants with wage records who exit and were employed in 2nd quarter after exit, less exclusions}}
\]

**Employer Penetration Rate**

\[
\frac{\text{# of establishments that have received or continue to receive a service or other assistance during report period}}{\text{# of establishments within state during final month or quarter of report period}}
\]

**Repeat Business Customer Rate**

\[
\frac{\text{# of establishments that have received or continue to receive a service or other assistance during report period AND who utilize a service anytime within the previous 3 years}}{\text{# of establishments that have received a service over the last 3 years}}
\]
# WIOA Performance Indicators - Exit/Activity Cohorts & Definitions

Move mouse over the Exit Quarter cell and the Event Quarter(s) are highlighted as well as the Report Quarter. Click indicator name for definition.

WIOA Service Level Chart - Title I Adult and DW and Title III Wagner-Peyser | WIOA Service Level Chart - Title I Youth | Desk Guide WIOA Exclusions | USDOL TEGL 10-16, Change 1

<table>
<thead>
<tr>
<th>PY 2016 (7/1-6/30, Annual Report 10/1)</th>
<th>PY 2017 (7/1-6/30, Annual Report 10/1)</th>
<th>PY 2018 (7/1-6/30, Annual Report 10/1)</th>
<th>PY 2019 (7/1-6/30, Annual Report 10/1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult, DW, Youth</td>
<td>JUL Sep 2016</td>
<td>JUL Sep 2017</td>
<td>JUL Sep 2018</td>
</tr>
<tr>
<td></td>
<td>OCT Dec 2016</td>
<td>OCT Dec 2017</td>
<td>OCT Dec 2018</td>
</tr>
<tr>
<td></td>
<td>JAN-Mar 2017</td>
<td>JAN-Mar 2018</td>
<td>JAN-Mar 2018</td>
</tr>
<tr>
<td></td>
<td>APR-Jun 2017</td>
<td>APR-Jun 2018</td>
<td>APR-Jun 2018</td>
</tr>
<tr>
<td>USDOL Exits</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employment Rate Q2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>[Edu/Emp for Youth]</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Median Earnings Q2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employment Rate Q4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>[Edu/Emp for Youth]</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Credential Rate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skill Gains</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(real-time Indicator)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employer Indicators</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(states select 2 of 3, shared outcome for all WIOA Titles)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employer Retention Q2 and Q4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employer Penetration</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repeat Business Customer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Indicator/Program</td>
<td>Title 1 Adults</td>
<td>Title I Dislocated Workers</td>
<td>Title I Youth</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>----------------</td>
<td>-----------------------------</td>
<td>---------------</td>
</tr>
<tr>
<td>Employment 2nd Qtr After Exit</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employment 4th Qtr After Exit</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Median Earnings 2nd Qtr After Exit</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Credential Attainment Rate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Measurable Skill Gains</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Effectiveness in Serving Employers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Average Program Score</td>
<td>7</td>
<td>8</td>
<td>9</td>
</tr>
</tbody>
</table>
20 CFR § 677.190 outlines the *three criteria that will be used to assess a performance* at the end of a Program Year:

1. **An overall program score** = average score of the percent of the adjusted goal achieved on each of the six primary indicators for a core program. **90% considered passing**

2. **An overall indicator score** = average score of the percent of the adjusted goal achieved across core programs on each of the six primary indicators. **90% considered passing**

3. **Individual indicator scores** = percent of the adjusted goal achieved on any single primary indicator for each of the six core programs. **50% considered passing**
Where do the performance “targets” come from?

About the Adjustment Model

- Required by the Act

- ETA “negotiates” with states; states “negotiate” with local WDBs

- Adjusted performance goals/targets based on 3 factors
  a. Prior actual performance levels - heavily weighted
  b. Characteristics of participants - small adjustment
  c. Local economic conditions - small adjustment

- Moving target – final year-end adjustment based on updated data for b. & c.
How Performance Accountability will be phased-in

1. For PY 2016 and 2017 – Targets developed using WIA actual performance
   - Negotiated Levels of Performance
     - Employment Rate 2\textsuperscript{nd} quarter
     - Employment Rate 4\textsuperscript{th} quarter
     - Median Earnings
     - Credential Attainment
   - Baseline Indicators – No targets, collecting data to inform future negotiations
     - Median Earnings – YOUTH
     - Measurable Skill Gains
     - Employer Effectiveness
When will the fully implemented performance system be implemented?

“Determination of financial sanctions will occur only after two years of complete data are available for inclusion in the statistical adjustment model, and after the model has been utilized to set targets for two full program years.” TEGL No. 26-15

First, full set of performance data at end of PY 2018........Sanctions begin 2 years later or PY 2020.
Transitioning to PY 2020

July 1, 2016 began the 4 year transition period to the full implementation of WIOA’s new 17 plus WIOA Indicators.

When will the fully implemented performance system be implemented?

“Determination of financial sanctions will occur only after two years of completed data are available for inclusion in the statistical adjustment model, and after the model has been utilized to set targets for two full program years.”  TEGL No. 26-15

Answer:

The first full set of performance data will be at the end of PY 2018
Sanctions begin two years later or PY 2020 or the PY ending June 30, 2021
WIOA Performance Data Availability During Transition

<table>
<thead>
<tr>
<th>Performance Indicators</th>
<th>First year of “full” WIOA data</th>
<th>Second year of “full” WIOA data</th>
<th>Full Implementation with sanctions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Median Earnings Q2</td>
<td>0%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Employment Q4</td>
<td>0%</td>
<td>50%</td>
<td>100%</td>
</tr>
<tr>
<td>Credential – 1 Year</td>
<td>0%</td>
<td>50%</td>
<td>100%</td>
</tr>
<tr>
<td>Skill Gains (Real-Time)</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Employer Indicators</td>
<td>0%</td>
<td>50%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Program Year 2020, July 1, 2020 to June 30, 2021 is the START OF FULL IMPLEMENTATION WITH SANCTIONS
Managing WIOA Performance During Transition

STRATEGY

Unless you are fully satisfied with your workforce system, utilize the transition years to “recast” your local workforce system.

Recasting your workforce system is no easy task.

- To recast means to “reinvent something familiar into a different form”. Something familiar, like your existing WIA system, feels comfortable.

- To recast something, you must first re-imagine it. This process requires creating a new image and discarding or letting go of the old image.
Managing WIOA Performance During Transition

STRATEGY - Recasting

➢ Experiment with different service strategies for customers, partner agencies and the business community.

➢ Take advantage of this four year hiatus while the performance accountability system is in development through June 30, 2020 or PY 19.

➢ Baselines are established by your actual performance during the transition. Future targets are heavily influenced by your outcomes during this period.

✔ Do not let a focus on performing well on any or all the indicators during this transition influence your recasting process.
## PY 17 WIOA TARGETS

<table>
<thead>
<tr>
<th>Location</th>
<th>Employment Q2 Adult</th>
<th>Employment Q4 Adult</th>
<th>Credential Adult</th>
<th>Median Earnings Adult</th>
<th>Employment Q2 DW</th>
<th>Employment Q4 DW</th>
<th>Credential DW</th>
<th>Median Earnings DW</th>
<th>Employment Q2 Youth</th>
<th>Employment Q4 Youth</th>
<th>Credential Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Location</td>
<td>73.3%</td>
<td>66.3%</td>
<td>56.3%</td>
<td>5,250</td>
<td>77.0%</td>
<td>74.0%</td>
<td>55.9%</td>
<td>6,876</td>
<td>68.6%</td>
<td>40.2%</td>
<td>72.8%</td>
</tr>
<tr>
<td>Atlantic WDB</td>
<td>75.1%</td>
<td>71.2%</td>
<td>66.3%</td>
<td>5,047</td>
<td>79.1%</td>
<td>69.5%</td>
<td>65.9%</td>
<td>6,010</td>
<td>52.8%</td>
<td>35.0%</td>
<td>57.0%</td>
</tr>
<tr>
<td>Bergen County WDB</td>
<td>63.3%</td>
<td>58.0%</td>
<td>66.3%</td>
<td>4,463</td>
<td>68.5%</td>
<td>70.9%</td>
<td>65.9%</td>
<td>7,995</td>
<td>58.6%</td>
<td>45.0%</td>
<td>64.1%</td>
</tr>
<tr>
<td>Burlington County WDB</td>
<td>76.3%</td>
<td>76.3%</td>
<td>66.3%</td>
<td>5,236</td>
<td>80.6%</td>
<td>78.9%</td>
<td>65.9%</td>
<td>6,630</td>
<td>58.6%</td>
<td>40.0%</td>
<td>62.8%</td>
</tr>
<tr>
<td>Camden County WDB</td>
<td>74.1%</td>
<td>67.4%</td>
<td>66.3%</td>
<td>5,430</td>
<td>74.1%</td>
<td>72.7%</td>
<td>65.9%</td>
<td>6,156</td>
<td>65.1%</td>
<td>45.0%</td>
<td>62.8%</td>
</tr>
<tr>
<td>Cumberland-Salem-CapeMay WDB</td>
<td>73.2%</td>
<td>56.3%</td>
<td>66.3%</td>
<td>4,906</td>
<td>86.2%</td>
<td>78.6%</td>
<td>65.9%</td>
<td>5,845</td>
<td>73.6%</td>
<td>40.0%</td>
<td>76.5%</td>
</tr>
<tr>
<td>Cumberland-Salem County WIB</td>
<td>73.2%</td>
<td>56.3%</td>
<td>66.3%</td>
<td>4,906</td>
<td>86.2%</td>
<td>78.6%</td>
<td>65.9%</td>
<td>5,845</td>
<td>73.6%</td>
<td>40.0%</td>
<td>76.5%</td>
</tr>
<tr>
<td>Essex County WDB</td>
<td>63.3%</td>
<td>57.8%</td>
<td>66.3%</td>
<td>4,527</td>
<td>67.0%</td>
<td>64.0%</td>
<td>65.9%</td>
<td>5,845</td>
<td>62.0%</td>
<td>35.0%</td>
<td>73.3%</td>
</tr>
<tr>
<td>Gloucester County WDB</td>
<td>83.3%</td>
<td>76.3%</td>
<td>66.3%</td>
<td>6,037</td>
<td>84.8%</td>
<td>84.0%</td>
<td>65.9%</td>
<td>7,257</td>
<td>63.0%</td>
<td>45.0%</td>
<td>82.7%</td>
</tr>
<tr>
<td>Greater Raritan WDB</td>
<td>83.3%</td>
<td>71.1%</td>
<td>66.3%</td>
<td>6,037</td>
<td>85.4%</td>
<td>77.0%</td>
<td>65.9%</td>
<td>7,907</td>
<td>76.7%</td>
<td>45.0%</td>
<td>82.8%</td>
</tr>
<tr>
<td>Hudson County WDB</td>
<td>64.6%</td>
<td>66.7%</td>
<td>46.3%</td>
<td>4,482</td>
<td>67.0%</td>
<td>67.1%</td>
<td>45.9%</td>
<td>6,976</td>
<td>60.8%</td>
<td>45.0%</td>
<td>62.8%</td>
</tr>
<tr>
<td>Jersey City WDB</td>
<td>76.0%</td>
<td>69.4%</td>
<td>66.3%</td>
<td>5,375</td>
<td>80.4%</td>
<td>76.6%</td>
<td>65.9%</td>
<td>7,907</td>
<td>68.1%</td>
<td>40.0%</td>
<td>82.8%</td>
</tr>
<tr>
<td>Mercer County WDB</td>
<td>63.3%</td>
<td>61.4%</td>
<td>62.2%</td>
<td>4,476</td>
<td>74.3%</td>
<td>70.9%</td>
<td>65.9%</td>
<td>5,954</td>
<td>78.6%</td>
<td>40.0%</td>
<td>82.8%</td>
</tr>
<tr>
<td>Middlesex County WDB</td>
<td>75.9%</td>
<td>71.4%</td>
<td>66.3%</td>
<td>5,917</td>
<td>75.3%</td>
<td>75.7%</td>
<td>65.9%</td>
<td>7,907</td>
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Some Possible Strategies to Explore

WIOA provides significant flexibility in how funds are spent and how services are delivered—examples include:

- Continue doing what you were doing under WIA (if fully satisfied)
- Expand & Enhance Center-based and online services to Reportable Individuals
- Significantly expand # of participants served with staff-assisted services
  - Promote initial assessments of almost all walk ins
  - Co-enroll most/all Title II Adult Ed, Title III Wagner-Peyer and Title IV Voc Rehab customers
  - Provide some cost effective online staff assisted services such as career coaching and skill building courses
- Create an expanded and enriched menu of Basic and Individualized Career Services
Some (more) Possible Strategies to Explore

- Significantly increase or decrease the amount of funds spent on training
- Of the funds spent on training, significantly increase the amount spent on employer-driven training such as OJT, Customized and Apprenticeships.
- Focus training and individualized career services to targeted industry sectors
- Experiment with the new, flexible incumbent worker options
- Rethink/restructure youth providers and services
- Create new metrics to track real time outcomes such as placement rates, earnings change, & customer satisfaction.