

# Gulf Coast Workforce Board

## Workforce Solutions

### Performance and Production

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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 2022, the Board's principal performance measures for Workforce Solutions are:

|   |        |
|---|--------|
| 1. The number of the region's employers who use Workforce Solutions service   | 30,500 |
| 2. Percentage of the region's employers using Workforce Solutions as repeat customers   | 64%    |
| 3. Number of new jobs created as a direct result of Workforce Solutions partnerships with economic development and other business organizations | 3,400  |
| 4. Percentage of individuals employed after leaving Workforce Solutions   | 78%    |
| 5. Percentage of individuals employed after staff assistance  | 75%    |
| 6. Percentage of individuals who are employed two consecutive calendar quarters after leaving Workforce Solutions                               | 83%    |
| 7. Percentage of individuals with earnings gains of at least 20% after leaving Workforce Solutions service                                      | 37%    |
| 8. Percentage of individuals with earnings gains after leaving Workforce Solutions service  | 46%    |
| 9. Percentage of customers pursuing an education credential who achieve that credential   | 76%    |
| 10. Percentage of customers pursuing a post-secondary degree or certificate who achieve it  | 86%    |

Although Employer Service is primarily responsible for the first three performance measures and the career offices for measures four to 10, 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

[https://www.wrksolutions.com/Documents/About/strategicplan/GCWB\\_SystemsMeasuresFramework\\_2019-2023\\_01-15-2019.pdf](https://www.wrksolutions.com/Documents/About/strategicplan/GCWB_SystemsMeasuresFramework_2019-2023_01-15-2019.pdf)

Workforce Solutions and the adult education consortium have multiple production requirements that come with the funds that power our system. We will establish 2022 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 2022 system levels for these requirements:

| <b>Requirement</b>  | <b>Target</b> | <b>Primary Responsibility</b> |
|---|---------------|-------------------------------|
| 1. Employed Q2 – Adults   | 72.1%         | Career Offices                |
| 2. Employed Q2 – Dislocated Workers   | 74.6%         | Career Offices                |
| 3. Employed or enrolled in training Q2 – Youth  | 68.2%         | Career Offices                |
| 4. Employed Q4 – Adults   | 70.8%         | Career Offices                |
| 5. Employed Q4 – Dislocated Workers   | 74.9%         | Career Offices                |
| 6. Employed or enrolled in training Q4 – Youth  | 66.3%         | Career Offices                |
| 7. Median earnings Q2 – Adults  | \$5,300       | Career Offices                |
| 8. Median earnings Q2 – Dislocated Workers  | \$8,000       | Career Offices                |
| 9. Median earnings Q2 – Youth   | \$3,000       | Career Offices                |
| 10. Credential Rate – Adults  | 68.4%         | Career Offices                |
| 11. Credential Rate – Dislocated Workers  | 70.0%         | Career Offices                |
| 12. Credential Rate – Youth   | 37.1%         | Career Offices                |
| 13. Unemployment claimants employed within 10 weeks   | 57.8%         | Career Offices                |
| 14. Work Rate for Temporary Assistance to Needy Families Employment & Training participants | 53%           | Career Offices                |
| 15. Employed/Enrolled Q2 Post Exit - NCP  | NIA           | Career Offices                |
| 16. Employed/Enrolled Q2-Q4 Post Exit - NCP   | NIA           | Career Offices                |
| 17. Average daily number of children sponsored in early education/childcare                 | 28,182        | Support Center                |

| <b>Requirement</b>  | <b>Target</b> | <b>Primary Responsibility</b> |
|---|---------------|-------------------------------|
| 1. Total students enrolled by adult education providers                               | 18,550        | Adult Education               |
| 2. Total students enrolled for at least 12 contact hours by adult education providers | 17,500        | Adult Education               |
| 3. Total students enrolled in adult education integrated education/training projects  | 1,300         | Adult Education               |
| 4. Total students enrolled in adult education intensive projects                      | 750           | Adult Education               |

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 2022 include:

- A target for individuals served through on-the-job training. The 2022 target is 2,000.
- A target for youth (individuals between the ages of 16 and 24) served by the system. The 2022 target is 13,000.

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

1. Trade Adjustment Assistance enrollments
2. Total individuals receiving financial aid, any type
3. Total number of parents provided with early education/child care financial aid
4. Total job openings filled
5. Total job postings filled
6. Total number of SNAP E&T ABAWD
7. Total number of SNAP E&T General Population