

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 2021, the Board's principal performance measures for Workforce Solutions are:

1. The number of the region's employers who use Workforce Solutions service	29,500
2. Percentage of the region's employers using Workforce Solutions as repeat customers	63%
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	77%
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	75%
10. 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 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

Workforce Solutions and the adult education consortium have multiple production requirements that come with the funds that power our system. We will establish 2021 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 2021 system levels for these requirements:

Requirement	Target	Primary Responsibility
1. Employed Q2 – Adults	69.1%	Career Offices
2. Employed Q2 – Dislocated Workers	73.5%	Career Offices
3. Employed or enrolled in training Q2 – Youth	65.2%	Career Offices
4. Employed Q4 – Adults	68.3%	Career Offices
5. Employed Q4 – Dislocated Workers	74.9%	Career Offices
6. Employed or enrolled in training Q4 – Youth	63.3%	Career Offices
7. Median earnings Q2 – Adults	\$5,000	Career Offices
8. Median earnings Q2 – Dislocated Workers	\$8,000	Career Offices
9. Median earnings Q2 – Youth	\$2,900	Career Offices
10. Credential Rate – Adults	65.4%	Career Offices
11. Credential Rate – Dislocated Workers	70.0%	Career Offices
12. Credential Rate – Youth	34.1%	Career Offices
13. Unemployment claimants employed within 10 weeks	To be determined	Career Offices
14. Work Rate for Temporary Assistance to Needy Families Employment & Training participants	53%	Career Offices
15. Employment rate for non-custodial parents	65%	Career Offices
16. Employment retention rate for non-custodial parents	50%	Career Offices
17. Average daily number of children sponsored in early education/childcare	27,716	Support Center

Requirement	Target	Primary Responsibility
1. Total students enrolled by adult education providers	22,205	Adult Education
2. Total students enrolled for at least 12 contact hours by adult education providers	19,929	Adult Education
3. Total students enrolled in adult education integrated education/training projects	1,000	Adult Education
4. Total students enrolled in adult education English Language/Civics projects	1,000	Adult Education
5. Total students enrolled in adult education integrated English language/civics projects	575	Adult Education
6. 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 2021 include:

- A target for individuals served through on-the-job training. The 2021 target is 1,500.
- A target for youth (individuals between the ages of 16 and 24) served by the system. The 2021 target is 11,000.

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