Performance Measures: Corrective Action Plan
2011

Workforce Development Board Name: Southwest Wisconsin Workforce Development Board

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Date: October 16, 2011

Part 1: Performance Analysis

- *Identify the performance measure(s) the WDB failed for two years in a row. This pertains to Program Years 2009 and 2010.*

Placement in Employment or Education			
	Actual	Negotiated Level	Minimum
2009	38.5%	68.0%	54.4%
2010	53.2%	68.0%	54.4%

Literacy/Numeracy Gain			
	Actual	Negotiated Level	Minimum
2009	15.4%	30.0%	24.0%
2010	0.0%	30.0%	24.0%

- *Identify issues that contributed to the poor performance outcome(s) for each measure(s).*

A.   Placement in Employment/Education: Case managers exited in-school youth clients before they had completed high school and/or before they had achieved post-secondary education or employment placement. Case managers believed that in-school youth program participation was a single program year event instead of a continuation of services until the client achieved a positive outcome. Additionally, because of quick start-up requirements, many ARRA youth inadvertently had Title 1 services recorded, putting them in the performance measure although all of the services they received were associated with the ARRA summer youth program.

B.   Literacy/Numeracy: The out-of-school program operator engaged by SWWDB at the time that the common measures were implemented did not properly administer or record into Asset the Literacy/Numeracy Test Scores (post and pre-tests). For some clients, case managers did not administer the pre-test. For other clients, who were not complying with program requirements, were exited due non-compliance before the post-tests could be administered. Since the base line data could not be established, and the way literacy and numeracy performance is measured, Literacy/Numeracy Gain deficiencies crossed over multiple program years even after a client's exit.

Part 2: Corrective Actions

- *Identify activities the WDB will engage in to ensure the performance standard(s) is met in the future.*

A.   SWWDB and its operators will continue to attend all technical assistance sessions.

B.   SWWDB will continue to meet with new youth program operators to review performance measures and retrain on Literacy/Numeracy and Youth Placement.

C.   All eligible out-of-school youth participants will be TABE tested before WIA Youth program enrollment.

D.   Basic skills deficient out-of-school youth participants will have to achieve basic skills proficiency before moving onto occupational skills training.

E.   Program services will be coordinated to ensure basic deficient clients receive instruction to improve basic skill deficiencies.

F.   SWWDB and program operators will continue to review the ASSET literacy/numeracy reports monthly in order to monitor attainment of literacy/numeracy gains.

G.   Youth case managers will be required to develop follow-up/retention strategies with each exiting youth client before the exit is made.

H.   Clients will not be exited from the in-school youth program if they are actively in need of services.

I.   Multiple contact attempts will be made before a youth clients is exited due to no contact/non-compliance.

J.   WIA In-school and adult case managers will coordinate efforts / case management to ensure clients do not drop from the program if they are still in need of services.

K.   All exits will be reviewed by the Workforce Operations Manager to ensure ASSET properly reflects the status and activities of youth clients and to measure the effects of the exit on performance measures.

- *Revise/refine service strategies to meet performance goals.*
  Case managers will be required to develop and update individual service strategies with each client to ensure progress on Literacy/Numeracy gains. Improvement in literacy and numeracy will continue to be measured and documented utilizing the TABE (Test of Adult Basic Education). Out-of-school youth who are basic skills deficient will be required to achieve proficiency before continuing on to occupational skills training.

  Case managers will also be required to work with a client on placement goals and document these goals in the client's case file under the "attainments" section. Goals addressing placement will include pre-placement activities such as work readiness and leadership development activities to support a successful transition into employment and/or post-secondary education.

- *What changes will the WDB make, including program goals, management or administrative remedies, etc., to address deficiencies?*

  A.   WIA Youth case managers will be required to report monthly (vs. quarterly) on participant placement and literacy/numeracy gains.

  B.   SWWDB will develop and publish a local policy/procedure on Youth Exiting and Follow-up.

C.   SWWDB will continue to discuss performance measures during all Program Operator meetings.

D.   SWWDB will increase file/on-line monitoring of youth clients. Presently, SWWDB performs annual program monitoring once a year for all program operators. Additionally, SWWDB attempts to conduct file/ASSET monitoring once a quarter for all program operators. SWWDB will increase youth file/ASSET monitoring to once a month with an emphasis placed performance achievement.

- *Identify how the WDB will monitor and measure the effectiveness of the corrective action activities to ensure performance improvement and correction of the failures.*
  A.   During monthly monitoring, SWWDB will specifically review program operator compliance to the contracted program plan. All findings and observations will require correction by the program operator.

Part 3: Technical Assistance (TA) Action Plan

- *Identify the areas that the WDB would like addressed through local and/or statewide TA.*

  - Review ASSET entry of key performance data

  - Share (youth) success stories from other WDAs

- *Identify the preferred method of TA, (e.g. one-on-one TA in a statewide or regional setting).*

  SWWDB would prefer to have TA/training done on-site at one our Job Centers in Janesville or Fennimore.

- *Identify preferred provider source(s) for TA.*

  Scott Fromader

- *Identify reporting problems and specific remedies.*

  SWWDB would like to see performance data shared monthly