



**Montgomery County Workforce Investment Board
Program Operations and Evaluation Committee
August 11, 2010
Meeting Summary**

1. Review Quarter 4 Performance (Christmas Tree Chart)

The committee reviewed the Quarter 4 chart. Since the committee, the performance chart for PY 09/FY10 has been issued by the State and is attached.

2. Discussion of activities to improve Adult and Dislocated Workers performance

Both DWS staff and staff from the service provider have consulted with other workforce areas. As a result of those visits, which are continuing, there are steps the Intensive Services Unit can take to improve future performance outcomes as well as performance on past activities. Many of the steps described below are being institutionalized in a policy that will be issued to the service providers. The policy covers better data management, enhanced follow-up by service provider and increased Division of Workforce Services (DWS) staff monitoring of programmatic activity.

Data management:

- Intensive Service Staff must track activities closer and exit WIA Adult and Dislocated Workers at earliest point of employment near the end of the current quarter. To that end, staff is making better use of the available lists in Maryland Workforce Exchange (MWE).

- Increased co-enrollment can result in improved performance outcomes. For example, if a WIA Dislocated Worker is experiencing success through placement and certification attainment, then MontgomeryWorks should co-enroll that customer into the WIA Adult program. This results in successes for both program streams.
- Improve quality of data entry and management. MontgomeryWorks staff must pay attention to built-in MWE warnings that alert case management staff that a soft exit is imminent. Service provider staff will be required to take deliberate action before participants are exited.

Enhanced follow-up:

- Once quarterly reports are released, DLLR provides a window of opportunity to augment participant outcomes with supplemental data. Division of Workforce Services staff has provided funding for a full-time follow-up specialist who can devote their time towards using supplemental data to improve the performance outcomes.

Improved DWS Staff monitoring:

- DWS staff will meet monthly with MontgomeryWorks staff to address performance activities. Both current and past performance will be reviewed. DWS staff will ensure that appropriate follow-up occurs on past performance while addressing real-time programmatic activity and gauging its efficacy.

3. Discussion of Activities to improve Review of Youth Services Activities

The Program Operations and Evaluation Committee discussed whether spending 60% of the WIA Youth funds on Out-of-School Youth (OSY) impacts performance due to the nature of the population. DWS staff believes before the committee or the board considers a policy change, that programmatic and data management changes described below can occur that will improve performance outcomes. The OSY population has significant challenges with limited County resources offering assistance. Similar to the recommendations for WIA Adults and Dislocated Workers, the WIA Youth service provider can increase its performance outcomes by making changes in program strategies and data management.

Programmatic strategies:

- The WIA Youth service provider must enhance its job development efforts. DWS staff will work with the youth provider to increase the job developers' knowledge, skills and abilities. The job developer will increase the current employer pool and increase the quality and quantity of relationships with employers interested in hiring youth. The job developer will attend

trainings that focus on building youth's basic work readiness and providing youth with timely information about jobs and the job market. The desired outcome is an increase in the entered employment performance measure.

- The youth provider needs to increase the number of certification opportunities for WIA Youth participants. Such an increase will provide greater career opportunities for young people and prevent the skill attainment measure from depending heavily on GED and high school diplomas which are both rooted in academic prowess. A portion of the training funds available through MontgomeryWorks have been set aside to be available for occupational training for older youth. DWS staff is working with MontgomeryWorks to develop a protocol for referral of youth from the youth provider to MontgomeryWorks for training.
- The GED program needs to be improved. There is clear evidence that retaining youth in the GED program is a challenge. DWS staff will address barriers that are already known and develop strategies for improving completion and success. Areas for improvement include:
 - Increase supportive services such as childcare and transportation
 - Evaluating the GED selection and screening process. Potentially decreasing cohort size which would allow for intense instruction

Data management:

- DWS staff will provide LAYC with technical assistance that addresses proper MWE data entry strategies as well data management similar to those outlined for the WIA Adult and Dislocated Worker programs

Committee members asked that staff talk to other local workforce areas to understand their split between in-school and out-of-school expenditures.

4. Future activities of the Program Operations Committee

The committee will review existing policies in addition to ones listed above and will develop new policies that affect performance.

The list includes:

- 5% exclusion in youth policy
- Locally defined barriers for youth eligibility
- Expenditures of funds on out-of-school youth
- Intensive Services Guidance
- Individual Training Accounts

- Maryland Business Works (MBW)
- Supportive services
- Priority industries