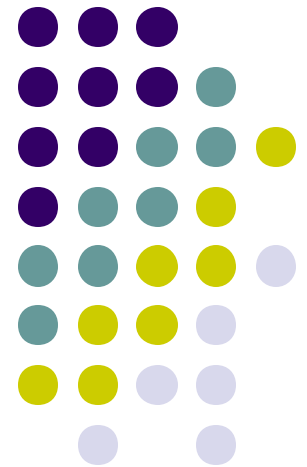


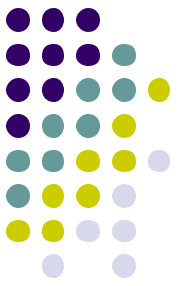
Cross-Agency Measures

The Massachusetts Experience

Presented By
Jennifer James

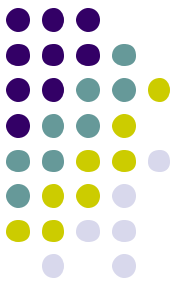
MA Department of Workforce Development





DWD - Major Roles

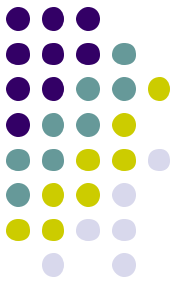
- **Oversight and coordination** for major workforce development agencies
- **Policy and program** direction
- **Links to other workforce development partners**, such as Adult Basic Education, Community Colleges, Vocational Rehabilitation and Business and Technology
- **System Reform Initiatives**, such as Reach Higher - Adult and Youth, **Core Performance Measures** for Workforce Development etc.



Political History

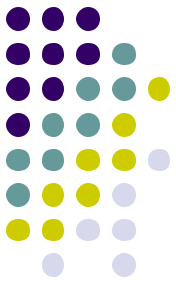
- **Support from the Governor** to Reform the WFD System
- **Recommendation to develop Performance & Accountability Standards** based upon “Core Measures” for cross-agency programs
- **Agreement on policy goals and definitions** for Core Measures
- **Signed MOU on Core Measures** by the Department of Workforce Development and sub-agencies, the Department of Education and Board of Higher Ed, DTA, representing majority of WFD programs.

Core Measures



- **Employment Impact**
 - Entered Employment, Retention, Wage Gain, Career Advancement
- **Skill Building Impact**
 - Increase in pre & post test for basic skills (ABE/ESOL)
 - Certification, Degree Attainment
- **Business Impact**
 - % of employer goal attained
- **Customer Satisfaction**

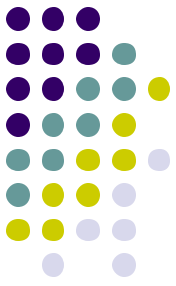
Core Measure Goals



The primary goals of this effort are to:

- Promote the development and implementation of a more unified system of measuring performance and accountability
- Further integrate service delivery
- Utilize data from Core Performance Measures to conduct a comprehensive review of existing workforce programs
- Develop and utilize processes to collect and release common information (i.e. Report Card)
- Promote information-sharing and the coordination of activities

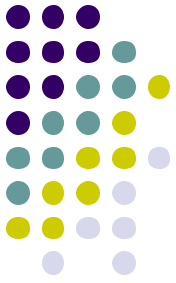
Current History



- **Recognized support for Core Measures** by Director Edmonds and new Administration
- **Created the Performance & Accountability Round Table** with members of MOU
- **Research and Evaluation Agenda**, for DWD Programs and work of Round Table
- **Development of a Cross- Agency Report Card** based on Core Measures by Round Table

RESEARCH AND EVALUATION AGENDA

Goals and Objectives on Performance & Accountability for WFD System



AGENCY MEASURES
DWD
(CommCorp and DCS)

AGENCY MEASURES
BHE

AGENCY MEASURES
DOE

AGENCY MEASURES
DTA

**CORE PERFORMANCE MEASURES
FOR WORKFORCE DEVELOPMENT
SYSTEM**

INTEGRATED DATA POOL

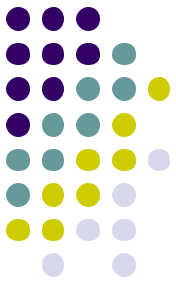
Workforce
Development
Report Card

Special
Profiles –
Impact on
Target
Populations

Long-term
Analysis on
Participants or
Programs

Other Data
Initiatives?

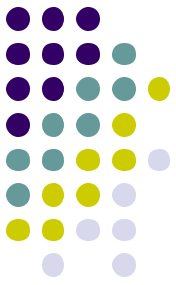
Report Card for WFD System



Products:

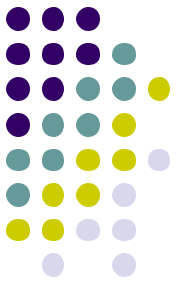
- **1st Report Card**, baseline report using existing data for Employment Impact Measures (in progress)
- **2nd Report Card**, compared to baseline, new wage-record matches to align reporting periods
- **Additional Report Cards**, add in other measures

Benefits for Commonwealth



- **Cross-agency data** for benchmarking, customer demographics, service and outreach improvements etc.
- **Products and publications**, such as a Report Card, serve as additional sources of marketing for participating agencies.
- **Faster identification of problem areas** that require management attention.
- **Increase cooperation among agencies** to jointly promote Workforce Development System based on results.

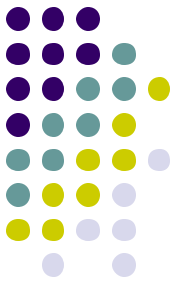
Audience



The immediate audience for the Report Card includes:

- State Agencies
- State and Federal Elected Officials
- Policy Makers (from a wide array of disciplines)
- Local Policy Makers (from a wide array of disciplines)

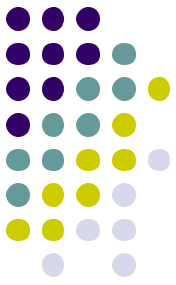
Challenges



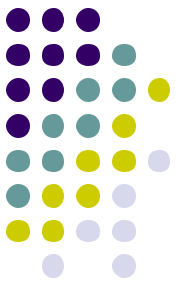
Short List:

- Costs of Data Sharing
- Limited Agency Resources
 - Limited IT staff
 - Limited Skill Sets
- Privacy / Confidentiality Issues
- Data Standards
- Business Roles regarding “ownership” of data
- Politics

Outgrowth Initiatives



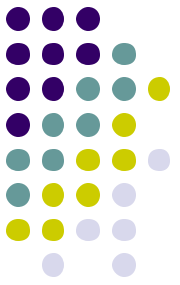
- Wage Record matching for ABE and BHE
- SMARTT – MOSES Interface
 - Increased collection of SS#s for ABE
 - Standard use of assessment tools
- Cross-Agency MIS Assessment
- TAARRNEG Project
- Enhanced Tools and Wage Records for regions



Future Goals

- Grow financial and political support with Legislature and Administration:
 - Data Warehouse – cross-agency and cross source (UI, New Hire etc)
 - Move toward integrated Architecture to “talk” between MIS systems
 - Connect administrative data with LMI data
 - Web-enabled reporting to increase use by “audiences”

Contact Info



Jennifer James

Deputy Director of Workforce Development

jennifer.james@state.ma.us