

## Workforce Program Metrics Implementation at the Local Level

### Virginia Board of Workforce Development Performance Committee June 20, 2024

Virginia Board of Workforce Development (VBWD) Policy 24-01 ("Local Workforce Development Area Performance Metrics") sets forth the need to establish common performance metrics to measure effectiveness of service delivery at the local level (i.e. within each local workforce development area "LWDA" or amongst the partners of each Virginia American Job Center "AJC"). The metrics set forth in the policy reflect the core metrics that are being actively measured today at the statewide level across each of the 70+ workforce programs that receive state or federal funding.

The policy also sets forth that Virginia Works (aka Department of Workforce Development and Advancement), in partnership with the local workforce development boards, is responsible for developing a plan to implement the measurement of these metrics at the local level, including operational definitions, the methodology, process, baselines, and technology to measure the metrics. A proposed process is outlined below, with the recognition that some aspects of this effort, like operational definitions and baselines, will not be finalized until the completion of the next year's "pilot and refinement" approach.

#### Design, Pilot, and Scale Metrics Collection by Local Area

##### 1. Align programs and services across each LWDA via a focused working session with local directors

- a. **Why it's important:** The current metrics reporting process across statewide workforce programs focuses on data in aggregate by program (i.e. WIOA Title I Adult), not by geographic area. It does not reflect the entirety of services provided by the partners of each Virginia AJC (for example, business services, OJT, etc.). This step of the process will focus on building a complete understanding of programs and services provided in each local workforce area, including via non-state partners or those who do not report data via Virginia Workforce Connection, and support the integration of those programs and services into this effort.
- b. **Stakeholders:** Local workforce area directors; Virginia Works & Secretary of Labor's Office.
- c. **Timeline:** To occur in early August 2024

##### 2. Begin to collect quarterly data for partners into Virginia Workforce Connection

- a. **Why it's important:** Virginia Workforce Connection (or equivalent technology) is used as the system of record across the workforce system and currently supports the reporting of statewide metrics on WIOA & other federally funded programs. To maximize validity of data and ease of reporting, this step of the process will ensure that partner data at the level of each partner of the Virginia AJC is incorporated into Virginia Workforce Connection as an integral component of this effort.
- b. **Stakeholders:** Partner entities, Virginia Works & Secretary of Labor's Office
- c. **Timeline:** To occur through September 2025 Commonwealth-wide quarterly metrics reporting cycle

**3. Design a template for each LWDA to share common view of metrics & overall impact**

- a. **Why it's important:** Interested stakeholders of the workforce system (VBWD board members, legislators, practitioners) are not currently accustomed to seeing a similar approach and layout to communicate key metrics, data, or performance measures for each area. Building a single template that each LWDA and their partners can populate (in partnership with metrics data provided by Virginia Works) will support in telling the story of impact & success within each of Virginia's workforce areas and the partners of each Virginia AJC.
- b. **Stakeholders:** Local workforce area directors; Virginia Works & Secretary of Labor's Office
- c. **Timeline:** To occur in fall/winter 2024

**4. Select three areas to pilot process for March 2025 quarterly metrics reporting cycle**

- a. **Why it's important:** A "pilot and refine" process will allow for continuous improvement and learning through this process. Three local workforce areas including non-state partners, will be selected to participate in an initial pilot of the template and metrics reporting process.
- b. **Stakeholders:** Local workforce area directors; Virginia Works & Secretary of Labor's Office
- c. **Timeline:** To occur as part of February 2025 Commonwealth-wide quarterly metrics reporting cycle

**5. Refine and roll out process for June 2025 quarterly reporting cycle**

- a. **Why it's important:** The May 2025 Commonwealth-wide quarterly reporting cycle will be an opportunity to roll out this process across each LWDA and provide an update at the June 2025 VBWD meeting and Performance Committee meeting, including a discussion and refinement of baseline metrics.
- b. **Stakeholders:** Local workforce area directors; Virginia Works & Secretary of Labor's Office
- c. **Timeline:** To occur as part of May 2025 Commonwealth-wide quarterly metrics reporting cycle

**6. Report 1st full report to VBWD at September 2025 board meeting**

- a. **Why it's important:** At the September 2025 VBWD meeting, per the policy, Virginia Works will provide a full picture of metrics and performance outcomes for each partner of the Virginia AJC within each LWDA for the prior year.
- b. **Stakeholders:** Local workforce area directors; Virginia Works & Secretary's Office team
- c. **Timeline:** To occur by September 30<sup>th</sup> (or at the September 2025 VBWD meeting)

**Approved by the Virginia Board of Workforce Development**

**June 21, 2024**

**Jim Monroe, Chair:** Jim Monroe

