

## **Region 2 Workforce Investment Board Performance Reports and Tracking**

### ***Contractors***

Monthly reports are required for all contractors of Region 2 on or before the 10<sup>th</sup> of each month. Reports are received from the OJT contractor, the Learning Center Contractor, and the Youth Service Providers.

Youth Service Providers complete the Monthly Participants Report that includes:

- Participant Name
- PIN (last four digits of their social security number and date of birth)
- Activity/Services provided
- Registration Date
- Program Finish Date
- Outcome for credential and placement

These reports are then compared to the active youth participant report from the MACC to insure all participants have been enrolled, goals entered, and services are being provided. (OSY youth assessments are also viewed at this time.)

The monthly reports are also viewed for those participants who have completed WIA youth services. This review ensures outcomes have been entered, goals completed, and follow up form is attached to the monthly report.

Performance Reports, data validation information, youth news updates and tools to enhance performance are discussed at the Youth Council Meetings and are sent via email to providers periodically throughout the month.

It is the responsibility of the Youth Service Providers to send Customer Satisfaction Surveys to approximately 20% of current or exited youth on a quarterly basis. Results are viewed by the provider and are placed in the individuals' file. The satisfaction surveys are reviewed during the provider's monitoring visit.

### ***Adults/Dislocated Worker Participants***

- TEAM meetings are held monthly with the WIA Case Managers, OJT contractor, Learning Center contractor and WIA administrative staff to discuss concerns or processes that may need to be revised in order to better serve the customer.
- Reports are disseminated at the meetings and periodically distributed throughout the month. The following automated reports are utilized to monitor performance:
  - ❖ Sixty-Day day Advance Soft Exit Report
  - ❖ Services in Progress with the Estimated End Date Expired
  - ❖ Current Participant Reports for TAA, Adult and Dislocated Workers
  - ❖ Soft Exits Past 9 Days
  - ❖ WIA Registrants with Last WIA service over 90 days old, not soft exited, receiving Partner Services

- ❖ Preliminary Performance Reports
- ❖ NEG Participant Summary

- Performance Reports Utilized to monitor performance:

- ❖ Local Youth Placement in Employment or Education
- ❖ Local Youth Attainment of Degree or Certificate
- ❖ Local Adult Entered Employment
- ❖ Local Dislocated Worker Entered Employment
- ❖ Local Adult Average Earnings
- ❖ Local Dislocated Worker Average Earnings
- ❖ Local Adult Employment Retention
- ❖ Local Dislocated Worker Employment Retention

***Technical Assistance-MIS***

The Confidentiality Agreement as well as the MACC Access Request form is completed and returned into the Region 2 WIB. The WIB forwards the request to the MIS unit at WORKFORCE West Virginia. Notification is sent via email to the contractor/provider and to Region 2 WIB MACC administrator once WORKFORCE West Virginia has granted access. Once the provider has received access, technical assistance is provided one- on- one or by powerpoint instruction. In the event the performance specialist is unable to assist, the MACC helpdesk is contacted via the MACC helpdesk website at <http://helpdesk.workforcewv.org>.