The CWIB submitted its 5-year strategic workforce development plan to the DOL ETA in April 2013 and received approval on 6/7/13. This plan satisfies both the state statutory requirement (SB 293) and WIA state plan requirements. The plan can be downloaded from the CWIB website: http://cwib.ca.gov/State_Plan_2013-2017.htm.

The CWIB established a subcommittee to develop performance and process measures specific to California that define quality services. On 8/13/13 the CWIB approved 7 additional performance measures and charged the subcommittee to develop a framework and implementation strategy for these measures. These additional measures promote high-quality workforce services. 3 measures are outcome measures: Industry-recognized credentials, living-wage job placements, and job placements in targeted industry sectors. 4 measures are process measures: WIA system return on investment, WIA participant and employer satisfaction with program outcomes, strength and alignment of industry-sector partnerships, and efficiency of funding stream alignment. Implementation of the additional measures has been delayed due to DOL ETA’s redesign of the WIASRD layout.

To address local area concerns about insufficient resources for data collection and mitigating unintended consequences, an Additional Performance Measures Workgroup of local board partners and stakeholders was created. The Workgroup has identified mandatory data fields and survey methodology that are to be collected for reporting purposes. The outcome measures will be tracked through the DOL ETA’s WIASRD fields: data fields used in all 50 states to evaluate WIA program effectiveness. These data fields are uniformly used in all case management systems. The process measures will be tracked through a combination of WIASRD fields and annual reporting using prevailing survey methodology.

A policy directive implementing the measures will be issued by no later than March 31st 2014. The additional measures will only be required for WIA participants that exit with an enrollment date that does not fall before January 1st, 2014. Local areas will be held accountable for participation in data collection. Reported outcomes will be assessed to ensure data validity and reliability.

The CWIB is working with the EDD, who in turn is working with its contract vendor, Geographic Solutions, to enable the new case management system to capture and aggregate most of the performance data using the DOL ETA WIASRD fields. The new case management system is scheduled to be implemented on 2/24/14. The EDD will develop reporting formats and provide the CWIB with the reports. The timeframe to collect data for a robust sample of program outcomes is still to be determined. Barring successful implementation of EDD’s case management system, a robust sample could be collected for assessment and subsequent local area certification requirements by the end of program year 2014-15.

The CWIB via the State plan has also established definitions of quality workforce services through the creation of criteria for High Performing Local Boards. These criteria include the following qualitative and quantitative measures and can be found in WSD Directive 12-14: http://www.edd.ca.gov/Jobs_and_Training/pubs/wsd12-14.pdf. The CWIB will announce the first round of High Performing Boards in 2014.