



Performance Management Committee Update December 8, 2009

Presented by:

Katie Hamm – United Way

Bruce Wantuch - MAWIB



Performance Management

Performance Management is about understanding the impact of collective efforts and using this information to continuously improve our performance and the impact on the community served.

Increase the understanding of the workforce environment
Increase and coordinate service levels to the business community

Assess the technical capacity of the service provider network
Track the performance of the funding alliance

Phase 1 - Assess where we are

1. Who's funding what?
2. What funded agencies have the capacity to work with data systems?
3. What partners do we work with that aren't being funded directly?
4. Define the facets of workforce

Who's Funding What?

1. Collect and document one year/cycle of funded workforce projects
2. Created common component definitions
3. Develop similar criteria by employment sector



Agency/Provider Capacity

1. What systems are already in place?
2. What agencies don't have a formal system but have the capacity and potential to create one?
3. Who are the smaller agencies that can't or don't have the capacity to deal with structured performance measures?

Workforce Components

1. Defined components by funder and service provider.

2. Create common outcomes for each facet of workforce development
 - a. What outcomes are being requested by the funding community?
 - b. How do they measure effectiveness?
 - c. Any Best Practices?
 - d. How do providers measure and track their performance?

Business Community

1. How do we define job readiness?
2. What is the business community looking for in job ready individuals?
3. What work supports need to remain in place to ensure employee success?
4. How do we assess future need and prepare the workforce to meet it?

Questions

1. How do we define family sustaining wages?
2. How do we manage fear? Change?
3. How do we track long-term employment?
 - a) Advancements along career paths
 - b) Post-secondary education
4. How do we keep people engaged over long periods of time?
 - a) Transient families and households
 - b) Incentives

Next Steps

1. Collect, assess and standardize outcomes by workforce component and sector
2. Document agency capacity
3. Assess the needs of the business community
 - a) Monitor progress of RWA's BSU initiative
4. Create a common reporting mechanism acceptable to all funders
5. Create performance measures for the funding alliance
6. Make recommendations for results driven investing
7. Make a software recommendation