Executive Summary

Effectiveness in Serving Employers – Another Look

November 8, 2017
Moderators: Shelia F. Lewis & Kim Powell
Speaker(s): Melinda Giancola, Andy Ridgeway, & Jay LeMaster

Part I of this webinar challenges the audience and encourages participation with several poll questions. Responses to Frequently Asked Questions (FAQs) also are discussed. However, the focus of Part I highlights the Effectiveness in Serving Employers as a unique indicator of performance because it:

- Represents a shared outcome across all core programs within a State;

- Will result in collaborative relationships across core partners;

- Will discourage competition across programs; and it

- Is not yet fully defined. Thus, a pilot has been implemented to determine the final measure(s). The pilot has three approaches from which States may select two, and/or develop a State approach which must be quantifiable and repeatable across the nation.

    1) Retention with the same employer;
    2) Employer Penetration Rate; and
    3) Repeat Business Customers

States began their pilots for this indicator using two of the approaches suggested by the Departments and/or by incorporating their own uniquely-developed approach. Part II of this webinar is a panel discussion where moderator, Kim Powell, interviews State workforce, adult education and vocational rehabilitation panelists from Alabama, Illinois, Pennsylvania, Washington, Tennessee, Wisconsin, and Missouri. In the true spirit of collaboration, State panels share their experiences and progress to-date with the audience on the development of their pilot programs for this indicator. Topics include rationale for selecting pilot measures, challenges and opportunities, partner collaboration strategies, best practices, coordination of report data, and technical assistance needs.

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https://www.workforcegps.org/events/2017/08/23/12/35/Effectiveness-in-Serving-Employers-Another-Look

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