

**Program Operations Committee Meeting  
Minutes**

**November 14, 2006**  
 SWWDB Administrative Offices  
 1370 North Water Street  
 Platteville, WI 53818  
 2:00 – 4:00 p.m.

The Southwest Wisconsin Workforce Development Board (SWWDB) Program Operations Committee (POC) met on Tuesday, November 14, 2006 in Ms. Tucker's office at the location listed above. Attendance was as follows:

<b>Members Present:</b>	Mr. Tom Larsen, Chairperson * Dr. Karen Knox * Ms. Margery Tibbetts *	Mr. Tom Schraeder * Mr. Larry Ward
<b>Members Excused:</b>	Mr. Gary Bezucha Ms. Carmen Granados Mr. Walter Orzechowski	Mr. Scott Stocker Ms. Suzanne Lee
<b>Others Present:</b>	Mr. Bruce Palzkill Ms. Judy Mathews * Ms. Mary Johannesen *	Mr. Geoff Upperton * Ms. Julie Funk *
<b>Staff Present:</b>	Dr. Robert Borremans Ms. Shannon Moe * Mr. Mike Schultz	Ms. Barb Tucker Ms. Mary Kay Runde

\* denotes attended meeting via Web Conferencing.

Chairman Tom Larsen called the meeting to order at 2:10pm.

**1. WIA Performance Measures**

The success of the local Workforce Investment Act (WIA) programming is based on eighteen performance measures designated by the Department of Labor (DOL). The State negotiates with the 11 Workforce Development Boards and sets the performance percentages for each measure.

Ms. Tucker presented to the committee a Powerpoint presentation of the WIA performance measures. Attention was given to which performance measures are used for each program and the purpose of each measure. Details were covered on when and how each performance measure is calculated. Discussion on the impact of some of the changes in the DOL policies on performance measure outcomes occurred. Dr. Borremans emphasized the increased importance in tracking all participants as the method for exiting participants will be longer as we comply with the new common exit criteria.

Ms. Moe suggested the need for discussion on the “disconnect” between the Program Operator reporting and the performance measures. Ms. Tucker explained that the majority of performance measures are outcome based – meaning the success of a program for a participant is not determined until the individual has exited the program. The Program Operator Activity Projection Plan reports shared with committee members quarterly reflect activity of currently enrolled participants. Consequently, the reporting occurring on Program Operator

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performance does not readily relate to achievement of performance measures.

Ms. Tucker pointed out that the new federal guidelines will only allow “soft exits” in the future. A “soft exit” is exiting a person from the program 90 days after the last service is received. SWWDB program operators will need to carefully track participant activities to ensure that the exit occurs after a “positive transaction” to improve performance outcomes. She noted that SWWDB currently does not have a mechanism for tracking exit activity and reporting it into the state performance data system called ASSET. Dr. Borremans suggested that perhaps, sometime in the future, the data entry responsibility for the ASSET System should be designated to one person to better track and manage participant outcomes. Ms. Tibbetts asked how the other regions are handling this task. Dr. Borremans stated that the WDA’s are split, some having central data entry, while others have the task decentralized to program operators. Mr. Upperton disagreed with Dr. Borremans saying that Program Operators are successfully completing this activity and this process should remain intact.

Dr. Borremans mentioned the need for the organization to sit down and look at possible alternatives to current operating activities as SWWDB develops the Requests for Proposals (RFP) for next year. Mr. Ward asked if there is going to be an impact in the amount that Program Operators are going to receive and/or in the amount they are going to request. Dr. Borremans replied yes to both questions. Ms. Tucker stated that as SWWDB funding declines, lower numbers of people will be able to go into longer term training. The philosophy of this WDA has been to touch as many people as possible with the amount of money available. As resources diminish, SWWDB will not be able to serve everyone. As the number of WIA clients decline, SWWDB success depends on providing the services needed for clients to be successful. Mr. Ward suggested that Program Operator input be obtained on activities to be included in the RFP.

### 2. **Adjournment**

Mr. Schraeder moved and Mr. Ward seconded a motion to adjourn the meeting. The motion carried unanimously.

### 3. **Next Meeting Date**

The next meeting of the Program Operations Committee is scheduled for Tuesday, January 16, 2007, from 2:00 - 4:00 p.m. in Monroe.