

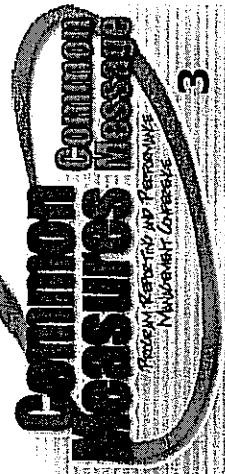
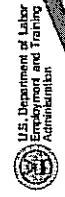
Ten Ways to Fail Performance Measures

U.S. Department of Labor
Employment and Training
Administration



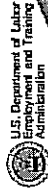
Ten Ways to Fail Performance Measures

1. Ignore Your Own Staff
2. Spend the money on that new copier instead of a new database
3. Adopt the Motto: "Service Delivery: Where One Size Always Fits All"
4. Keep telling yourself that it's "Entered Employment" and not "Placement"
5. Always Forget to Follow-Up



Ten Ways to Fail Performance Measures

6. Chant "All Hail Wage Records" repeatedly
7. Continue to believe that a CDL is the only reportable Credential
8. Remember that diplomas are only awarded in May and June
9. Never shoot for the moon, always shoot for the stars
10. Bookmark YoungerYouthLoveSoftExits.com and follow it like a religion

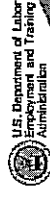


Ten Ways to Fail Performance Measures

Actually the ten reasons are listed under the 3 categories:

Failure to build staff capacity (3):

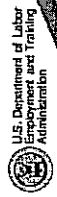
- Staff/Case managers
- Training providers /Demand Occupations
- Policy/decision makers



Ten Ways to Fail Performance Measures

Data Management MIS (3):

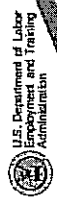
- Failure to have adequate MIS/tracking systems.
- Rely solely on State Data
- Failure to manage outcomes in real time.



Ten Ways to Fail Performance Measures

Service Delivery & Systems Design Flaws (4):

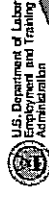
- Failure to modify service mix and systems design.
- Failure to adjust to economic climate
- Failure to conduct adequate follow-up
- Failure to monitor and adjust program outcomes



Failure to build staff capacity

Staff/Case managers

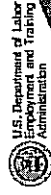
- Maintain Professional and trained staff
- Keep Staff informed of Measures and outcomes
- Establish staff performance goals
- Coordinate/Collaborate with Partner Agencies



Failure to build staff capacity

Training providers /Demand Occupations

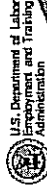
- Develop training for high growth/high demand occupations
- Assess local areas to ensure that training is meeting the needs of employers



Failure to build staff capacity

Policy/decision makers

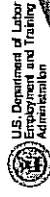
- Ensure that decision makers are kept well enough informed that decisions don't negatively impact performance.



Data Management MIS

Failure to have adequate MIS/tracking systems

- Many states did not have adequate reporting systems
- There was little collaboration between State and Local Area reporting systems
- Systems were not user friendly nor Customer focused



Data Management MIS

Rely solely on State Data

- Many Local Areas had no systems and relied on the State to provide data
- Local Areas had no focus on measures to effectively manage program
- State's primary focus on Federal Reports

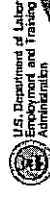
Data Management MIS

Failure to manage outcomes in real time.

Agencies failed to measure real-time outcomes

- Number of job placements
- Number of participants served
- Volume of participant services and activities

Agencies also failed establish proxy measures and alternative means to tracking ETA's goals and lost focus on how to manage their programs on a day-by-day basis.



Service Delivery & Systems Design

Failure to conduct adequate follow-up

- Many performance failures were directly attributed to the lack of follow-up both via case manager and electronic tracking.
- Youth measures and credential measures failed because of inadequate follow-up services.

