

MINUTES
PERFORMANCE COMMITTEE
NEBRASKA WORKFORCE INVESTMENT BOARD
May 15, 2013

Chair Bruce Cutright called the meeting to order on May 15, 2013 at approximately 9:30 a.m. Members attending by conference call were: Roger Breed, Bruce Cutright, Connie Eichhorn, Randy Kissinger, and Becky Stitt. These people attended in person: Jan Fox, Nancy Leonard, Joan Modrell and Tom Ukinski.

Connie Eichhorn raised the question as to whether or not she or any ad hoc member can make motions. Joan Modrell, Executive Director of Employment and Training, said no she can't per ARTICLE V., Section 4., (a). of the bylaws. Only NWIB appointed members can vote or make motions.

I. Approval of February 13, 2013 Meeting Minutes

Becky Stitt moved to approve the minutes of the February 13, 2013 Performance Committee meeting; it was seconded by Roger Breed and unanimously approved.

II. Follow-up on Performance Committee Membership and Meetings

There were a couple questions at the last meeting on the structure of the Performance Committee. It was asked if ad hoc committee members can vote and/or make motions. Per Nebraska Workforce Investment Board (NWIB) Bylaws, the answer is no. Only appointed NWIB members who serve on an ad hoc standing committee can vote or make motions. The Performance Committee is not a decision making body. It is a review and recommending body and doesn't fall under public meeting requirements. It is a committee of its members and not of the public. The Performance Committee can invite guests to be a part of their discussion depending on topic matter.

III. WIA Program Dashboards

- **3rd Quarter Performance**
- **Adult Performance 3rd Quarter Comparison**
- **Dislocated Worker Performance 3rd Quarter Comparison**
- **Youth Performance 3rd Quarter Comparison**
- **Local Area Financial Analysis as of 3-31-12**

Joan Modrell reviewed the WIA Common Measures charts. She focused mainly on the statewide chart. Local area charts are also included. She reviewed the three performance measures (Adults, Dislocated Workers and Youth). As of now, she anticipates the state will make these performance measures. At the end of the third quarter, performance looks good. The measure we continue to struggle with is "Average Earnings."

In order to be eligible for federal incentive dollars, the state must meet 100% of the aggregate score and no less than 90% of an individual measure. Youth Common Measures has been an area of concern. The local areas have done an excellent job of focusing and looking at program design and getting outcomes. It's hard to recover from low performance. Joan Modrell is pleased to say, on behalf of the three local areas, performance is looking good. Page 6 of the handout (Statewide) is the same information except it's presented in a dashboard. We are in an upward trend.

The U.S. Department of Labor is requiring states to go back to the negotiation table this year to renegotiate the nine measures. The state has to have their proposal submitted by the end of May. Negotiations will take place between June 4 and June 22. Then the state will renegotiate with the local areas on the nine measures. This would happen sometime between mid-June to mid-July. Local areas have been notified.

Bruce Cutright asked Joan Modrell if she anticipated the Feds doing anything dramatic on this negotiation. She said she doesn't think they will. Joan was on a National Governor's Association call and Jane Oates, who is Assistant Secretary of Labor, is encouraging states to take this opportunity to negotiate, if appropriate, lower standards because of the sequestration and the reduction in funding.

Bruce Cutright asked if Nebraska is anticipating having to furlough people. She said at this point, she doesn't think so.

The state put out an issuance to the local areas two or three weeks ago that gave them an idea of the projected numbers.

Joan then reviewed the "Youth Planned vs. Actual" chart with the committee. This is another dashboard that was introduced this year to the Performance Committee for enrollments and exits. This dashboard shows how the local areas planned and what is actually happening through third quarter. Enrollments and exits have a high impact on performance.

The next dashboard is a new one. This dashboard focuses on finances and gives a snapshot of where we are on WIA expenditures through third quarter. Page 19, 20 and 21 gives a snapshot of PY 12/FY 13, Adult, Youth, Dislocated Worker, "Program – Funding, Authorized and Remaining." The local areas have two years to spend this money before the state is required to recapture.

The next chart is a financial snapshot of the local areas showing "Admin – Funding, Authorized and Remaining" for Adult, Youth and Dislocated Worker.

Local area charts are also included. These charts do not reflect any transfers or carry-in funds.

Bruce Cutright asked what happens to the excess funds at the end of the fiscal year. Joan Modrell said the local areas have two years to spend the money so they would have another year to expend the PY 12/FY 13 funds. If they don't spend the authorized PY 12/FY 13 amount by

June 30 of next year, the state recaptures the money and it is given to another local area because it's three year money. This is a requirement in the law.

Joan Modrell asked the members for feedback on these charts. Connie Eichhorn said she thought the charts were helpful. She would like to see the overall state chart. Becky Stitt also stated she liked the charts.

IV. Customer Satisfaction Activities

Customer satisfaction and continuous improvement is part of WIA regulations. In the past, Mystery Shopping activities have been done to gauge customer satisfaction at the career center level to see how we were doing. We currently do not have money to do this kind of activity. The state asked for and was granted a waiver from the U.S. Department of Labor on conducting statewide events. It still requires the state to make sure there are customer satisfaction activities and analysis is going on at the local level. Joan asked the three local areas to answer the four questions that are outlined on the handout "Customer Survey." She wanted to bring this to the attention of the Performance Committee since customer satisfaction and continuous improvement falls under the Performance Committee. This could be a discussion with the three local areas asking them about making the process more consistent. She thinks it might be worthwhile to have a discussion with the local areas about their current or future plans. Bruce Cutright said he appreciated the fact of letting the local areas determine their own method of surveying but the downside is they can't benchmark against each other. The committee discussed this and decided they needed time to think about it. Joan Modrell said this could be done by asking each local area on an annual basis what they have done for customer satisfaction and continuous improvement. Joan Modrell suggested this could be on the agenda for the next Performance Committee meeting. Local representatives could be asked to participate and provide input. Maybe the local areas would be interested in having, not the same, but a consistent approach or tool. Becky Stitt can see the value in a common data collection for the customer survey.

Connie Eichhorn mentioned she isn't sure how the locals are using the information they get from their customer satisfaction surveys. Roger Breed also expressed an interest in knowing how survey results are used.

Joan Modrell talked about the "WIA Set-Aside Funds – PY 2008 – PY 2013" handout that came from the National Governors' Association. They have done an analysis of the WIA Set-Aside funds. It's an analysis of what has happened the last five years from 2008 to 2013. Nebraska has received a 75.6% decrease in their 15% Set-Aside. We have continued to do what is mandated.

Connie Eichhorn asked what the Set-Aside funds are used for. Joan Modrell said the 5% Set-Aside funds are for state administration. The other 10% is divided; 7.5% of that goes to actual statewide projects. The 2.5% is put toward incentive or technical assistance.

V. WIA Annual Report for PY 2012

Jan Fox, Program Coordinator for the Office of Employment and Training, reviewed with the committee the draft timeline for the PY 2012 Annual Report. It is due to the federal government on October 1, 2013. This timeline shows the steps that need to be done. At the Performance Committee meeting on August 14, 2013, the Committee will have the opportunity to review a draft and provide comments.

Connie Eichhorn asked if local area staff is allowed to attend the Performance Committee meetings. Joan Modrell said as it stands now, the Performance Committee is a committee of its membership and notifications are not published or sent out beyond the membership. Certainly invitations to the local areas, as well as any other entity as appropriate, can be extended if the subject matter/agenda warrants or at the chair or committee members request. Connie Eichhorn feels it is important for the local areas to know what is being discussed. Randy Kissinger said as a liaison, it is his responsibility to take back what is discussed at the Performance Committee to his local area. He will give information to his local area that pertains to them.

VI. Next Performance Committee Meeting – August 14, 2013

Next Full Board Meeting – June 28, 2013

Next Executive Committee Meeting – December 13, 2013

VII. Adjournment

A motion to adjourn was made by Becky Stitt; Roger Breed seconded the motion; a voice vote was taken; the motion carried unanimously and the meeting was adjourned at 10:31 a.m.

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May 17, 2013