

## NCWORKS CAREER CENTER PERFORMANCE MEASURE GUIDE

### PURPOSE

The purpose of this document is to provide general guidance in utilizing measures to track performance and enhance the quality of NCWorks Career Center operations. Measuring the effectiveness of career center operations will provide all job seekers, and businesses with high quality career, training and supportive services that they need to succeed. Reviewing and managing performance measures will allow for change and opportunities for continuous improvement.

### BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) establishes that performance accountability is vital to achieving effectiveness and positive outcomes through core programs of the workforce development system. NCWorks is the One-Stop system brand for the workforce development system in North Carolina and through its integrated service delivery and technological advances over the past few years, has a better understanding of best practices and community needs.

The Division of Workforce Solutions (DWS) and the Workforce Development Directors Council worked together to establish eight lines of effort to improve career center operations. Career center performance measures represents one of those efforts for ensuring continuous improvement. To start the process, current career center operation performance templates that were already being utilize were collected and reviewed. These examples can be found at [www.ncawdb.org](http://www.ncawdb.org).

The example templates reveal common areas for tracking performance. These measures will be used to support continuous improvement efforts for NCWorks Career Center Operations. The common areas are:

- career advising;
- skill development; and
- business engagement.

### BENEFITS

The utilization of a performance measures template may result in:

- meeting and maintaining Career Center certification criteria as it relates to performance;
- providing evidence of One-Stop operation performance to measure efficiencies;
- providing leverage to procure future contractor(s);
- providing a baseline for tracking continuous improvement now and in the future;

- providing clarity of roles for Career Center management and staff while helping them understand how the work they do impacts the overall operations, performance and community success;
- supplying the workforce board with a center-to-center summary of operational performance and return on investment; *[applicable in WIOA Sec. 101 (d)(3)(A)-(G)]*
- demonstrating to workforce stakeholders (chief elected officials, legislators, community leaders, etc.) that the services carried out within each career center does improve employment outcomes and improves the workforce.

## **GUIDANCE AND RECOMMENDATIONS**

The local Workforce Development Board, the Division of Workforce Solutions, center management and center staff should work together to determine how they will track performance in the NCWorks Career Center system in their local area. The source of data to populate a local area’s performance tracking tool(s) may be found in online integrated workforce data sources like [www.ncworks.gov](http://www.ncworks.gov), FutureWorks, or other labor market resources as the local workforce area deems applicable.

The Line of Effort Performance Measure team, recommends the following:

- Each local area utilize an existing performance tracking template, or develop their own based on local area demands.
- Determine a local area communication plan for sharing performance measures with career center staff, and area workforce partners/stakeholders.
- Develop a process to use the data to improve services and outcomes in the local area
- The Workforce Board, DWS and/or Center management should share and discuss center-to-center performance on at least a quarterly basis to ensure continuous improvement opportunities are taking place within the NCWorks One-Stop Operations.

NOTE: This Performance Measures guide is meant to provide direction to local workforce areas in developing and utilizing an effective tracking tool that will help career center operations enhance continuous improvement efforts.