

ONE STOP SYSTEM ISSUES AND QUESTIONS

What are the key indicators of success that the Committee should use? What benchmarks provide good information for evaluation of effective services in the One-Stop? What will tell you the system is effective?

- 1) Does the Committee want to look at market penetration rates?
- 2) Does the Committee want to review service utilization rates?
- 3) Should repeat usage by customers – employers and job seekers - be an indicator?
- 4) How will you define and report customer satisfaction?
- 5) Will you consider cost effectiveness? Is the cost of individual service divided by the expenditures of operating the One-Stop System an indicator you wish to review?
- 6) Should there be a Return On Investment indicator?
- 7) Should the Committee look at Equity of Access? Is it important to look at the rate at which diverse populations are served?
- 8) How will the Committee make recommendations for continuous improvement of programs and services?
- 9) Should there be an indicator about partner satisfaction?

As a requirement of receiving Workforce Investment Act funds, the Workforce Investment Board (WIB) must agree to performance standards in the following areas: Placement rates, wage improvement, retention rates, credential attainment, high school diploma or equivalent rate, and customer satisfaction. In addition, each WIB submits an annual expenditure plan to the State for the operation of the One-Stop System.

It is important for the Oversight Committee to review these performance figures on a periodic basis. Staff can monitor these areas and bring summary reports to the Committee quarterly.