

Discussion, Consideration, and Possible Action on Changes to Board Contract Years 2024 and 2025 Performance Measures

Introduction – In late Fiscal Year, the Commission asked that staff evaluate our existing performance measures and develop new or modified measures that would be a more meaningful reflection of our system. Staff were able to develop a set of new measure concepts that next year but unable to bring them forward for formal adoption until now due the need to deploy resources in support of technology projects (including rebuilding all the reporting resources that our local Boards and agency staff depend on for management and accountability.

Today, staff have completed development work and are presenting recommendations for how to introduce these measures into the accountability system for local Boards with one measure being introduced in BCY24 and the other and the other 4 being introduced in BCY25 (2 as replacements and 2 as additions). The following chart provides an overview of the BCY23 measures with changes for BCY24 and BCY25:

BCY23 (22 Total Contracted)	BCY24 (29 Total Contracted – 1 replaced, 5 previously added*)	BCY25 (31 Total Contracted – 2 measures added, 2 replaced)
15 Siloed WIOA Measures	15 Siloed WIOA Measures	15 Siloed WIOA Measures
Claimant Reemployment within 10 Weeks	Claimant Reemployment within 10 Weeks	Claimant Reemployment within 10 Weeks
# of Employers Receiving Employer Workforce Assistance (#EWA)	# of Employers Receiving Texas Talent Assistance (#TTA)	# of Employers Receiving Texas Talent Assistance (#TTA)
		Successful Texas Talent Assistance Rate (STTAR)
Employed/Enrolled Q2 Post-Exit – All Career & Training (C&T) Participants	Employed/Enrolled Q2 Post-Exit – All Career & Training (C&T) Participants	Active Job Seeker New Employment Connection Rate
Employed/Enrolled Q2-4 Post-Exit – All C&T Participants	Employed/Enrolled Q2-4 Post-Exit – All C&T Participants	Maintaining Employment Connection Rate
Credential Rate – All C&T Participants	Credential Rate – All C&T Participants	Credential Rate – All C&T Participants
Average Children Served per Day	Average Children Served per Day	Average Children Served per Day
		CC Initial Job Search Success Rate
Choices Full Engagement	Choices Full Engagement	Choices Full Engagement
Employed/Enrolled Q2 Post-Exit – NCP	Employed/Enrolled Q2 Post-Exit – NCP	Employed/Enrolled Q2 Post-Exit – NCP
Employed/Enrolled Q2-4 Post-Exit – NCP	Employed/Enrolled Q2-4 Post-Exit – NCP	Employed/Enrolled Q2-4 Post-Exit – NCP
	RESEA Outreach & Scheduling Rate	RESEA Outreach & Scheduling Rate
	RESEA Orientation Rate	RESEA Orientation Rate
	RESEA Timely Provision of Services	RESEA Timely Provision of Services
	RESEA Initial Appointment Rate	RESEA Initial Appointment Rate
	RESEA Failure to Report Rate	RESEA Failure to Report Rate

*Note – RESEA measures were including in the RESEA State plan previously approved by the Commission.

Background on Changes - At Commission direction, staff developed a set of new performance measures intended to address deficiencies of the agency’s official measures (most of which were primarily driven by WIOA standards and run on the same lagged schedule). The measure changes (**noted above in bold print**) are intended to create measures that better align with TWC priorities and the needs of our customers. We recommend one change for BCY24 and 4 changes for BCY25: the replacement of 2 existing measures and the addition of 2 new measures. This brings the number of contracted measures from 24 in BCY23, to 29 in BCY24 to 31 in BCY25.

Request – Staff request the Commission approve recommended BCY24 and BCY25 changes as listed and shown in bold above and detailed on pages 2 and 3.

1 **BCY24 Changes**

2 **REPLACE Employer Workforce Assistance (#EWA) with Texas Talent Assistance to Employers (#TTA).** The change
3 focuses the measure more on helping employers with talent acquisition and development. The measure is also
4 aligned with a new “Successful Texas Talent Assistance Rate (STTAR)” measure that we are recommending for
5 BCY25. Texas Talent Assistance is a subset of services that can be provided to employers, but each is specifically
6 associated with helping the employer with their talent needs (primarily through posting, recruiting, referring, and
7 training). The key is that these services can be judged as “successful” or not as opposed to some of the other
8 employer services. This will mean that we have a Service Level (output) measure coupled with a Service Quality
9 (outcome) measure for employers for the first time.

10 The following are the employer services considered Talent Assistance.

- 11 • Taking Preferred Job Postings or Automated Job Orders;
- 12 • Fidelity Bonding;
- 13 • Providing Specialized Testing to job seekers on behalf of an employer;
- 14 • Performing Employer Site Recruitment or Job Fairs;
- 15 • Providing Employer Meeting or Interview Space;
- 16 • Providing Customized or Incumbent Worker or On the Job training;
- 17 • Entering into a Subsidized/Unpaid Employment Agreement;
- 18 • Job Development (if attached to an employer)

19 **BCY25 Changes**

20 **1) Successful Texas Talent Assistance Rate (STTAR)** to be added as a new measure. As described above, this
21 measure serves as a new Employer Service Outcome measure. The measure roughly looks at the
22 employers who received Texas Talent Assistance in the prior year and who had successful outcomes.

23 Essentially, Texas Talent Assistance is the employers served through Talent Assistance Services “this year”
24 and then we will measure the outcomes of those employers receiving the services “next year” thru STTAR.
25 The reason for the lag on outcomes is that the bulk of the success will be in the form of new hires which
26 will take some time for the employer to make and which we find through wage records. The employer
27 getting Talent Assistance this quarter has up until the end of the calendar quarter following the quarter of
28 service to register a success.

29 There are 2 ways successful outcomes are identified for this measure:

- 30 a) Employers who received services associated with hiring are considered to have been successfully
31 served if they make a New Employment Connection of a TWC Active TWC Job Seeker (both defined
32 below under #2 below) in the same or next calendar quarter.
- 33 b) Employers who received the other Texas Talent services are considered successful if the service is
34 marked as successfully completed.

35 **2) Active Job Seeker New Employment Connection Rate** to replace **Employed/Enrolled Q2 Post Exit – All**
36 **Career & Training Participants.** The Employed/Enrolled measure is not well aligned with customer need
37 as it doesn’t matter how long it takes to get a person a job or into education – as long as they are
38 employed or enrolled in education/training in the 2nd quarter after exit (even if they were unemployed for
39 4 years doing job search), it is considered successful. That doesn’t help job seekers or employers. In
40 addition, WIOA-based measures like Employed/Enrolled Q2 Post-Exit only include outcomes of
41 “participants” – people determined eligible for services and who then receive at least one staff-assisted

1 service that is not an information-only service (an information-only service is something generic which is
2 unrelated to the specific needs of the individual job seeker) on at least one day.

3 Our new measure formally introduces several concepts:

4 a. Employment Connection Services which are services specifically intended to assist forming a new
5 employment connection such as:

- 6 i. Various Assessments such as an Initial or Skills or ONET or UI Eligibility or Comprehensive
7 Assessment
- 8 ii. Job Search (individual or workshop)
- 9 iii. Resume / Application / Interview Prep
- 10 iv. Job Match or Job Referral or Job Development
- 11 v. Customized LMI
- 12 vi. Career Guidance
- 13 vii. Computer Workstation Usage
- 14 viii. Job Search or Relocation Allowance

15 b. Active Job Seeker who is a person who receives Employment Connection Services via self-service
16 or staff assistance on more than one day within a two-week period (the person becomes an
17 Active Job Seeker on the second date of receiving the Employment Connection Services). The
18 intent of limiting the measure to those receiving Employment Connection Services on two
19 different service dates is to focus the measure on those who appear to be using the Texas
20 Workforces System as part of their Job Search (they came to the system and saw what it had to
21 offer and came back for additional service).

22 c. New Employment Connection which is an instance where an employer hires a new employee. This
23 is primarily determined by looking in wage records and identifying instances where an employer
24 has reported a worker in the current quarter who it hadn't reported in the prior two quarters.

25 3) **Maintaining Employment Connection Rate** to replace **Employed/Enrolled Q2-Q4 Post Exit – All Career &**
26 **Training Participants**. The Employed/Enrolled Q2-Q4 measure is not as flawed as the Employed/Enrolled
27 Q2 measure but it still only focuses on Participants and does not allow us to measure the impact of the
28 system helping job seekers self-service successfully. This new measure looks at all New Employment
29 Connections made between a TWC-served Active Job Seeker or Training/Education participant and an
30 employer to determine what percentage of those connections last at least two additional quarters.

31 A key innovation of this measure is that it is possible to identify all new employment connections in wage
32 records and then measure the Maintaining Employment Connection Rate for the entire labor market and
33 drill in by industry. This creates a measure that has an objective benchmark for defining success unlike
34 anything our system has ever used.

35 4) **CC Initial Job Search Success Rate** to be added as a new measure. The measure looks at the percentage
36 of parents who were enrolled in Initial Job Search Child Care and who became employed at a sufficient
37 level to qualify them to extend access to subsidized child care, as evidenced the continuation of CC after
38 the Initial Job search period. This takes a concept that had been run for incentive awards and makes it a
39 contracted measure.