



MWCA 2006 BEST PRACTICES RECOGNITION NOMINATION FORM

WIB Name/WSA: Workforce Development, Inc., WSA 8

Submitted by: Jakki Trihey, on behalf of Randy Johnson, Executive Director

Attach a description (no more than two pages) describing the initiative.

Please return via e-mail or fax to Anne Olson by **Thursday, July 27.**
aolson@mncounties.org or (651) 224-6540

 (Leave this section blank -to be completed by judges)

Judge # _____

Criteria for Selection of Outstanding Best Practices	Maximum Points	Points Awarded
Overview describing the innovative best practice	25	
Jobseeker impact (ie: benefits, outcomes for jobseekers)	25	
Community impact (ie: benefits, outcomes for non-jobseekers)	20	
Identification of those involved, including collaborators	15	
Leveraging/alignment of outside resources	10	
Ability for use or replication by others	05	
TOTAL:	100	

In the role as a monitor for a variety of state and federal programs, including Dislocated Worker Programs, WIA (adult and youth) Programs and the state-run TANF Programs, the SE MN WIB developed a Return-on-Investment (ROI) equation. This ROI equation (which has also been used at the state level) is used as an assessment tool to evaluate the effectiveness and efficiency of WIB work within these programs.

As a direct result of the ROI information, the SE MN WIB implemented a merit-based pay system for intensive services provided by counselors servicing Universal Customers, Dislocated Workers, WIA, Welfare Reform and Youth Programs. During the fiscal year 2005, the SE MN WIB voted to use one-third of the total compensation pool funds for this merit system. Once WDI has met its goals based on program outcomes, WDI office program teams are then eligible for merit-based bonuses based upon the ROI results and the program standard outcomes. If WDI (as a whole) does NOT meet a goal, no team is eligible for merit pay based on that outcome. It is important to note that these bonuses are awarded based upon program team performance, not individual accomplishments.

Merit Pay criteria include the following measurements:

- WIA Adult Positive Termination Rates
- Customer Satisfaction Rates
- Adult Classroom Training Completion Rates
- Adult Wage Gains
- MFIP Participation Rates
- Adult Dislocated Worker Cycle Time
- Youth Positive Termination Rates

Most of the data used to track the measurement results is retrieved from either Work Force One and/or Maxis. The Customer Satisfaction Rates are generated from an internally developed survey that is used within all ten WDI offices. FY05 merit-pay bonuses ranged from \$115.00 - \$1,240.00 per program team member and are based on a weighted regression analysis.

As a result of the attention paid to on-going measurement efforts, the SE MN WIB has regularly met or exceeded its performance goals and is focused on continuously improving its results. The focus on program team outcomes has resulted in increased benefits for the jobseekers, as career counselors and program staff are far more aware of the placement outcomes and work even harder to place and track participants. Our penetration into the employer market has also dramatically improved, resulting in increased postings to the Job Bank, more in-house job fairs being offered and increased placements.

The merit pay system drives our day-to-day operations to more closely align with our Strategic plan and goals. It has increased the staff awareness of board policies and goals; that greater understanding results in more focused efforts and better service for the jobseekers and customers we serve.

The development of the merit pay system has allowed us to achieve our mission (to develop and advance the workforce of SE MN) more completely than ever before, as well as strengthen the teams working in all of our program areas. We believe that other WIB's following this type of change will have similar results.