

Potential Elements of a Performance Improvement Plan

This is a template; not all items may be required.

- A. Description/Assessment of the current situation and problem
 - 1. Strategies and tactics
 - a. Review strategies currently in use to address local needs
 - b. Assess effectiveness of current practices
 - c. Consider successful strategies from other local areas
 - 2. Stakeholders: Who's included, who's missing
 - 3. Spending
 - a. Are all opportunities being leveraged
 - b. Review eligibility (barriers/concerns)
 - c. Cost per participant
 - d. Spending detail (allocations, allowable cost, training vendors, etc.)
 - 4. Performance/Outcomes
 - a. Ensure expectations are in line with federal and state guidance
 - b. Run appropriate reports consistently to identify actual status
 - c. Confirm strategies in use target specific outcomes being measured
 - d. Analyze and ensure data integrity
 - e. Compare actual status to planned status, i.e. enrollments, allocations, etc.
 - f. Consult with CDLE key staff to address concerns early

- B. Actions and interventions already taken to remedy the problem

- C. Strategies and elements to be applied as interventions and solutions to the problem, at a minimum:
 - 1. Staff Training
 - a. Assessment methodologies
 - b. Job development and client job retention
 - c. Case management
 - d. WIA/WIOA program/performance management
 - e. Effective and efficient use of management information system data
 - f. WIA/WIOA participant reporting forms
 - g. Improvement of procurement systems
 - h. Detailed plans to improve customer service and customer satisfaction
 - 2. Outreach/Internal Monitoring
 - a. Improved methods for monitoring of service providers and other subcontractors
 - b. Plans for more effective use of up-to-date labor market information tailored to local participant and employer needs
 - c. Development of specialized outreach efforts to publicize services available in the workforce centers
 - d. Detailed plans to improve local partnerships and/or expand services at workforce centers

3. Administrative Process Improvements
 - a. Plans to improve monitoring of subcontractors and training providers
 - b. Improved procurement time frames
 - c. Improved expenditure reporting
 4. Consultant Assistance
 - a. Plans to obtain independent consultant services to assess and improve contract and fiscal systems, and/or program/service delivery
 - b. Plans to improve linkages with the business community
 - c. Plans for improving client follow-up services
- D. Detailed steps of the Performance Improvement Plan
- E. Timetable for implementation of additional actions and periodic reporting
- F. Evaluation of effectiveness of interventions, to include a determination of criteria or benchmarks that demonstrate the local workforce area has fulfilled the requirements of the Performance Improvement Plan