

**STATE WORKFORCE INVESTMENT BOARD  
ACCOUNTABILITY COMMITTEE  
RED LION COLONIAL HOTEL  
ROOM: GOVERNOR**

**Staff: Pam Watson & Kate Kahle**

<b>1:00</b>	<b>Welcome &amp; Introductions</b>	<b>Cristina Boyle</b>
	<b>Update committee charge and goals</b> <i>-Committee Discussion</i> <i>-Public Comment</i> <i>-Committee Consensus</i>	
	<b>Follow up on workforce development programs document</b> <b>System-wide performance measures</b> <i>-Committee Discussion</i> <i>-Public Comment</i> <i>-Committee Consensus</i>	
	<b>Discussion:</b> - NGA Workforce Policy Academy Update	<b>Ingrid Childress</b>
<b>2:45</b>	<b>Adjourn</b>	
<b>3:00</b>	<b>Report to full board</b>	<b>Cristina Boyle</b>

If auxiliary aids and services or special accommodations are required, please contact  
Penney Clark at 444-4100.

**Issue:** Committee Goals, Charge, and Duties

**Committee:** Accountability

**Date:** September 4, 2003

**Overview:**

As the committee moves forward with its charge, a review of the committee's goals and duties should be conducted to assess progress made and determine a direction for the committee into the future.

**Existing Charge and Duties:**

**Charge**

To develop meaningful accountability measures for Montana's workforce development investments. Measures will be used to evaluate the quality of training programs, local boards, local workforce planning efforts, and the services offered through the Job Link Centers in the state.

**Duties**

- Design a few, strategically chosen measures that serve as key indicators for Montana's overall workforce development system in building a highly skilled workforce
- Review the performance of multiple departments and programs related to the key indicators
- Design and implement an accountability scorecard that clearly communicates progress to the public, to employers, to the media, and to government officials
- Establish ongoing relationships with the local boards for the purpose of defining and improving the quality of board activities, the quality of local planning, and the quality of service delivery to employers and the public.
- Improve and expand the number of Job LINC Centers through stronger partnerships and improved service integration
- Strengthening the responsiveness of all training services to Montana employers and workers.

**Action Needed:**

Discuss existing charge and duties, and recommend changes to the full board as necessary.

**Options:**

1. Establish a timeline for completing the committee's stated duties.
2. Narrow the focus of the committee's duties to one or two items for 2004 and 2005.
3. Broaden the focus of the committee's duties and establish a timeline to measure progress.
4. Keep the existing charge and duties.
5. Another option determined by the board.

If auxiliary aids and services or special accommodations are required, please contact Penney Clark at 444-4100.

**Issue:** Workforce System Performance Measurement Discussion

**Committee:** Accountability

**Date:** September 4, 2003

**Overview:**

System-wide performance measurement has been a long time desired outcome for the State Workforce Investment Board, particularly for this committee.

There are several challenges to measuring performance in a system with diverse programs. WIA programs have common measures, but the workforce system encompasses many programs beyond WIA. As an advisory board to the Governor, the State Workforce Investment Board can make recommendations to the Governor on effective system performance measures; however, implementation of these measures would fall to the lead agencies for each program (should the Governor decide to direct implementation of system performance measures).

Defining and implementing system measures is a long-term endeavor. To start the process, the committee may want to:

- Look at current program performance measures to determine what, if anything, is commonly measured across all (or most) programs. This data is available through the Workforce Development Programs document approved by the board at an earlier meeting. An updated version, with performance and funding information for FY 2004, will be available at the meeting on Sept. 4.
- Discuss measurements that would provide meaningful data about the success of the workforce system.
- Discuss how the State Board would use performance data to improve the system.
- Determine next steps and direct staff to collect any additional data that would be helpful to the committee.

If auxiliary aids and services or special accommodations are required, please contact Penney Clark at 444-4100.