

DRAFT

**STATE WORKFORCE INNOVATION COUNCIL
PERFORMANCE AND COMPLIANCE SUBCOMMITTEE**
SEPTEMBER 17, 2009, 1:20 P.M.
INDIANA GOVERNMENT CENTER SOUTH, CONFERENCE ROOM B
INDIANAPOLIS, INDIANA

Present: Dustin Stohler, Derek Redelman, Doug Martin

Also Present: Norma Bowman

The meeting was called to order by Mr. Redelman at 1:20 p.m. immediately following the full State Workforce Innovation Council meeting. This is the first meeting of the Performance and Compliance Subcommittee.

Mr. Stohler reported on the need for additional resources for monitoring and the need to conduct an RFP to expand monitoring capacity. The subcommittee will be involved in developing a detailed monitoring report for compliance and performance at the regional level. The vendor would monitor at the regional, and possibly the service provider level. The subcommittee agreed that DWD would review responses to the Request for Proposal, select a vendor, and submit it to the subcommittee for final approval. The appropriate vendor would have extensive auditing and program experience. A copy of the RFP was presented to the subcommittee for review.

Mr. Martin provided some discussion about DWD being rewarded for work we did two years ago. The computer system we are using is insufficient to handle the performance measures we need to gather to strengthen our program. There is an interim contracting agreement with Kansas that has all of the reporting measures we need, which would possibly solve our two year problem.

Mr. Redelman suggested the subcommittee review the important issue of which service providers are resulting in people getting jobs since all claimants do not come to WorkOne and would like to see the percentages. It appears that we are being measured solely on the people who visit WorkOne. We need to look into how to advertise what a WorkOne office does on a daily basis and the services offered. Mr. Stohler informed the subcommittee that a marketing plan is in process. A regional operator should be an expert in reaching the people who do not actually visit the WorkOne offices. A market share percentage is needed. Mr. Stohler will ask Scott Sanders what percentage of unemployed workers are receiving some sort of service from WorkOne and have this information at the next meeting. A recommendation was made to table this issue until the next meeting. We will add what we think makes sense, look at examples from other states that are doing more, such as Texas. Mr. Stohler will email NASWA groups to

form networks and contacts to research the issue. Mr. Redelman informed the subcommittee that a resolution has already been made regarding a RFP for regional operators and the entire procurement process was examined. The subcommittee agreed to request the authority to approve RFPs at the next meeting of the full State Workforce Innovation Council.

Mr. Martin suggested reviewing performance measures from other states, as well as the Consolidated System Performance Management and Incentive Awards, and software. He will get this information to the subcommittee by email.

It was agreed that the SWIC Performance and Compliance Subcommittee would meet again on October 22, 2009 at 10 a.m.

The Chair adjourned the meeting at 2:00 p.m.

**STATE WORKFORCE INNOVATION COUNCIL
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Derek Redelman, Chairman

Date

ATTEST:

Dustin Stohler, General Counsel
Indiana Department of Workforce Development