

Performance Matters Business Intelligence Application Services: A Comparison

Web Applications for the Monitoring, Analysis and Reporting of Workforce Development Program Performance Data

Performance Matters business intelligence (BI) applications allow workforce development agencies to effectively and efficiently track, analyze and report workforce development program performance for WIAWIOA, Wagner-Peyser, Trade Act and any state or region specific workforce program. As an entirely hosted Web-based application service, Performance Matters clients benefit from significant cost savings and ease of application deployment across the entire organization, providing agency staff, decision-makers and policy-makers intuitive access to performance data, regardless of end-user technical skill levels.

FutureWork Systems' Performance Matters application services provide clients with a complete service that includes data validation, data warehousing, data security, application delivery, maintenance, upgrades and enhancements and complete end-user support and technical assistance from a team of experts in workforce development performance management and business intelligence technology. End users need only a Web browser and Internet access to take full advantage of the application service.

Performance Matters applications put workforce development performance data within easy access for those with a vested interest in workforce development program performance, while giving the organization the ability to easily gain a deeper understanding of what is happening within their programs. Insights gained lead to informed program and policy decisions and promote a culture where performance data becomes a highly valued asset for the organization and critical to its ongoing success. Performance Matters applications promote a dialogue around performance. Performance Matters is *Workforce Intelligence* for Workforce Development.

Performance Matters is the only Web-based Business Intelligence solution specifically developed for the workforce development system.

Performance Matters application services are offered in *two* service tiers. Each tier delivers instant, intuitive access to performance data right on the desktop of end users. There is no IT management burden or risk.

Performance Matters service tiers vary in these primary areas:

- Program data managed
- Data update frequency
- Data depth—how many data elements are available
- Application features
- Application modules

A comparison of the application service tiers is outlined in the following pages.

Performance Matters Application Service Tiers

PMQ

A subscription based Web application service for the analysis and reporting of WIA/WIOA performance based on **USDOL national quarterly WIA data**. Analysis and reporting is available for all workforce investment boards. Data is updated quarterly upon release from USDOL. Complete WIASRD data available. Web-based training, comprehensive online support center and ongoing email and phone support services included.

Performance Matters Plus (PM Plus)

Hosted Web application service for the tracking, analysis and reporting of **multiple** workforce development program data, including WIA/WIOA, Wagner-Peyser and Trade Act. PM Plus is geared specifically to state/WDB needs, including the addition of customized metrics, data elements or data sets, the inclusion of expenditure data for cost per analyses and reporting, the availability of application modules beyond WIA/WIOA, and more robust online rosters for detailed participant record analyses and tracking. Comprehensive support services include ongoing email, phone and Web tech support and technical assistance. On-site training, comprehensive online support center and on-demand training Webinars included. Technical assistance *Quarterly Performance Reviews* are available.

The following pages include a side-by-side comparison between the Performance Matters application service tiers.



Data

- Quarterly National WIA/WIOA Records (USDOL)

Data

- State/WDB WIA/WIOA Records
 - **PM Verify** (*Validation of Data prior to EDRVS submission/application processing and load*)
- Allocation and Expenditure data
- Wagner-Peyser Records (*optional*) (**NOTE: Included in WIOA data file**)
- **WIOA title I – IV (PIRL data format)**
- Trade Act Records (*optional*)
- Custom data sets (*optional*)

Data Update Frequency

- *Quarterly*

Data Update Frequency

- *Monthly*

Participants Included

- New participants, currently enrolled and exited participants

Participants Included

- Includes self-service (*Web Only (optional)*), new participants, currently enrolled and exited participants

Included Performance Metric Goals for Variance analysis and reporting

- GPRA & State Performance Goals

Included Performance Metric Goals for Variance analysis and reporting

- State and WDB Performance Goals
- Alternate Performance Goals (i.e. participant flow)
- One-Stop/Youth Provider Goals
- ETP Goals (*optional*)



Drill-Down Monitoring, Analysis and Reporting by

- Region, State, WDB area
- ALL WIA Outcome Metrics + Common Measures
- Flow Metrics
- Participant Characteristics
- Participant Services
- Quarters, Program Year
- *Includes access to PMQ historical sites for prior program years*

Drill-Down Monitoring, Analysis and Reporting by

- State, WDB area, AJC/Youth Provider
- ALL WIA/WIOA Outcome Metrics + Common Measures (*WIOA metrics included as finalized by USDOL and availability of data*)
- Additional State/WDB specific metrics
- Flow Metrics
- Participant Zip Code, Case Manager
- All Participant Characteristics
- All Participant Services
- Month, Quarters, Program Year, Historical
- Includes supporting ONLINE Rosters, including site audit and case management functionality for each user account
- Include additional *custom data* elements beyond those required for federal reporting

Cost Per Participant Analysis and Reporting

- unavailable

Cost Per Participant Analysis and Reporting

- Quarterly allocation and expenditure cost-per module

Dashboards

- Performance
- Flow
- Actuals
- Results
- Dashboard export/sharing options

Dashboard Application

- Unique set of dashboards based on system managed data
- Administrative features
- Dashboard export/sharing options

Additional Tracking, Analysis and Reporting Modules

- None

Additional Tracking, Analysis and Reporting Modules

- Wagner-Peyser (*included under WIOA*)
- Trade Act
- ETP
- Custom (*balanced scorecard, custom program monitoring, etc.*)
- PMQ App access (*all user accounts*)
- Online Roster App (*all user accounts*)



Training & Support

- 3, 1-hour Web Training Sessions
- Comprehensive Online Support Center with video tutorials
- Email Support
- Phone Support

Training & Support

- On-Site Training
- Comprehensive Online Support Center with video tutorials
- On-demand Webinar training sessions
- Web Support
- Email Support
- Phone Support
- *Performance Quarterly Reviews*

Pricing

- \$3600/yr. per subscriber
- \$2100/yr. per subscriber (*for members of partnering organizations: NAWB, CWA*)

Pricing

- Varies, based on transaction volume of state or WDB and optional features and modules
- Price includes *unlimited* user accounts
- Call for pricing quote

For more detailed information about Performance Matters application services, please visit www.futureworksystems.com. *Webinar demonstrations are available anytime.*