

Operational Policy NO. OP- 429

Subject: WIOA Performance Measures
Effective: PY16 – 10/17/2016
Rescissions: WCCNM Policy OP-401, Change 2

BACKGROUND:

On August 19, 2016, the US Department of Labor Employment and Training Administration published its final ruling of the Workforce Innovation and Opportunity Act (WIOA). It rescinds the previous WIA Common Measures policy under WIA Section 136 performance accountability purposes.

OBJECTIVE:

The objective under WIOA is to strive to increase partnerships, collaboration and coordination among workforce system partners. The WIOA Performance Measures are designed to aid in this effort by ensuring that partner programs are working toward a common and unified goal.

Key Terms:

Reportable Individual – An individual who has taken action that demonstrates an intent to use program services and who meets specific reporting criteria of the program including:

- Individuals who provide identifying information;
- Individuals who only use the self-service system; or
- Individuals who only receive information-only services or activities.

Participant – A reportable individual who has received services, after satisfying all applicable programmatic requirements for the provision of services, such as eligibility determination.

Participant – Who is not included – The following individuals are not participants:

- Individuals in an Adult Education and Family Literacy Act (AEFLA) program who have not completed at least 12 contact hours;
- Individuals who only use the self-service system.
 - Self-service occurs when individuals independently access any workforce development system program's information and activities in either a physical location, such as a one-stop center resource room or partner agency, or remotely via the use of electronic technologies.
 - Self-service does not uniformly apply to all virtually accessed services. For example, virtually accessed services that provide a level of support beyond independent job or information seeking on

- the part of an individual would not qualify as self-service.
- Individuals who receive information-only services or activities, which provide readily available information that does not require an assessment by a staff member of the individual's skills, education, or career objectives.
 - Individuals who received Incumbent Worker training (i.e., Customized Training).

Participant – Youth – A participant is a reportable individual who has satisfied all applicable program requirements for the provision of services, including eligibility determination, an objective assessment, and development of an individual service strategy, and received at least one of the 14 WIOA youth program elements.

In order to be considered a youth participant, all of the following must occur:

- The collection of information to support an eligibility determination;
- The provision of an objective assessment; and
- Participation in any of the 14 WIOA youth program elements.

Programs must include participants in their performance calculations.

Exit – As defined for the purposes of performance calculations, exit is the point after which a participant who has received services through any program meets the following criteria:

- For the adult, dislocated worker, and youth programs authorized un WIOA title 1, the AEFLA program authorized under WIOA title II, and the Employment Service program authorized under the Wagner-Peyser Act, as amended by WIOA title III, exit date is the last date of service.
- The last day of service cannot be determined until at least 90 days have elapsed since the participant last received services; services do not include self-service, information only services, activities, or follow-up services. This also requires that there are no plans to provide the participant with future services.

POLICY:

Under this policy, all Adult, Dislocated Worker and Youth Service Providers will be required to collect, via the State VOSS system, information and services provided to all participants served. This information will be used to assess the performance of the provider under the performance measures. Each service provider will, as a condition of the receipt of WIOA funding, be required to meet and/or exceed the performance measures for their respective program.

Six Performance Measures:

1. Percent of participants who are employed in the second quarter after exit (Employed Q2)

2. Percent of participants who are employed in the fourth quarter after exit (Employed Q4)
3. Median earning of participants who are employed in the second quarter after exit. (Median Earnings)
4. Percent of participants who received a credential within one year of exit. (Credential Attainment)
5. Percent of participants who achieve a measurable skill gain. (Skills Gain)
6. Effectiveness in serving employers

Employed in the Q2 - The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program.

Parameters (who is not included)

- Reportable individuals
- Incumbent Worker Training Participants

Calculation

- Of All Exiters:

of participants who exited who are employed during the second quarter after exit

-----divided by-----

of participants who exited during the reporting quarter

Employed in the Q4 – The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program.

Parameters (who is not included)

- Reportable individuals
- Incumbent Worker Training Participants

Calculation

- Of All Exiters:

of participants who exited who are employed during the fourth quarter after exit

-----divided by-----

of participants who exited during the reporting quarter

Median Earnings – Median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.

Parameters (who is not included)

- Reportable individuals
- Incumbent Worker Training Participants

Calculation

- All wages from 2nd Quarter:
 - Remove wages 0.00 and 999999.99
 - Sort wages from highest to lowest
 - If even number of wages:
 - Divide wage count by 2
 - Median wage equals the value in that position
 - If odd number of wages:
 - Add one to the total number of wage count
 - Divide wage count by 2
 - Median wage equals the value in that position
 - If even number of wages:
 - After wage sort and exclusion
 - Wage count equals 100
 - Then $100/2$ equals 50
 - Wage in the 50th position is the median wage
 - If odd number of wages:
 - After wage sort and exclusion
 - Wage count equals 199
 - Wage count equals $199 + 1$ equals 200
 - Then $200/2$ equals 100
 - Wage in the 100th position is the median wage

Credential Attainment – The percent of participants enrolled in an education or training (OJT) and customized training who attained a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within 1 year after exit from the program.

A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage of participants who have attained a secondary school diploma or recognized equivalent, only if the participant also is employed or is enrolled in an education or training program leading to a recognized postsecondary credential within 1 year after exit from the program.

Who is included:

- Be a Participant

- Enrolled in education or training program
 - Excluding OJT and Customized Training

Calculation

- Of All Exiters:

of participants who were also employed or enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit plus # of participants who obtained a secondary education or equivalent during the program or within 1 year after exit AND who were also employed or enrolled in an education or training program leading to a recognized postsecondary credential within 1 year after exit.

-----divided by-----

of participants who were in a postsecondary education or training program during program participation; plus # of participants were in a secondary education program (at or above the 9th grade level) without a secondary diploma or equivalent.

Skills Gain – The percent of participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment.

Depending upon the type of education or training program, documented progress as one of the following:

1. Documented achievement of at least one educational functioning level of a participant who is receiving instruction below the postsecondary education level;
2. Documented attainment of a secondary school diploma or its recognized equivalent;
3. Secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting the State unit's academic standards;
4. Satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of 1 year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training; or
5. Successful passage of an exam that is required for a particular occupation or

progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams.

Who is included:

- Be a Participant
- Enrolled in education or training that leads to a postsecondary credential or employment

Calculation

- Of All Participants:

of participants who are achieving measurable skill gains based on attainment of the five types of gains.

-----divided by-----

of participants who during the program year, are in an education or training program that leads to a recognized postsecondary credential or employment.

Effectiveness in Serving Employers – The preamble to the Joint Rules requires states to choose two of the three proposed calculations for measuring effectiveness in serving employers. (NMDWS is required to determine the two items they will use)

- Participant retained by same employer in second and fourth quarter
- Repeated use rate for employers
- Market penetration rate

TITLE I (YOUTH) DIFFERENCES

Employed in the Q2 (Youth) - The percentage of participants who are in education or training activities, or in unsubsidized employment, during the second quarter after exit from the program.

Calculation

- Of All Participants:

of participants who exited who are employed, in education, or in occupational skills training during the second quarter after exit.

-----divided by-----

of participants who exited during the reporting quarter

Employed in the Q4 (Youth) – The percentage of participants in education or training activities, or in unsubsidized employment, during the fourth quarter after exit from the program.

Calculation

- Of All Participants:

of participants who exited who are employed, in education, or in occupational skills training during the fourth quarter after exit.

-----divided by-----

of participants who exited during the reporting quarter.

REQUIREMENTS:

All contracted service providers will be expected to meet and/or exceed the performance measures set forth in this policy and negotiated each program year between the USDOL and NMDWS, and provided to the Central Region by NMDWS. (Note: WIOA performance in the 1st recorded year, will not set into effect a “corrective action”)

If a contractor does not meet performance measures at 90% (collectively all performance must equal 90% of adjusted performance levels), they shall be held to the guidelines set forth in the WCCNM Corrective Action Policy MP-305.

INQUIRIES:

WIOA Manager 505-247-1750