What Will You Need to Change to Meet the New WIOA Program Performance Expectations?

- Emerging Performance Infrastructure
- Six Primary Indicators of Performance
  - Definitions of Performance
  - Change Implications
- Tips and Tactics to Get Ready
The Emerging WIOA Performance Infrastructure

What We Know:

- Law: WIOA Title I, Chapter 4, Section 116
- NPRM: “Joint Rule for...Performance Accountability”
- WIOA Participant Individual Record Layout
- WIOA Data Element Specifications
- WIOA Annual State/Local Performance Report Templates

We Don’t Know it All! More Details to Come!

Not to Early to Get Ready with What We Do Know: Understand What’s New and Design Operations to Respond!
What Will You Need to Change to Meet the New WIOA Program Performance Expectations?

❖ New in WIOA ❖

Performance Accountability System

WIOA Title I, Chapter 4, Section 116

✔ July 1, 2016: New “Primary Indicators of Performance”

✔ All Six Core Partner Programs (Except: Youth; WP, No Credential)

✔ State Levels of Performance Negotiated by DOL (in Conjunction with ED) for Two Years...Then, States Negotiate with Locals

✔ Adjusted by economic conditions and participant characteristics

✔ Standardized Definitions and Template for Nationwide Comparability of Data

✔ “In measuring the progress of the State on State and local performance accountability measures, a State shall utilize quarterly wage records, consistent with State law”
Effective July 1, 2016...

Core Partner Programs Have Six Primary Indicators of Performance:

1. Employment in Second Quarter
2. Employment in Fourth Quarter
3. Median Earnings in Second Quarter
4. Postsecondary Credentials (or Secondary School Diplomas Plus Job or Postsecondary)
5. Achieving Measurable Skill Gains (During Program Participation)
6. Effectiveness in Serving Employers (7/1/16)
What Will You Need to Change to Meet the New WIOA Program Performance Expectations?

**Six Primary Indicators of Performance**

**Which Performance Indicators for Which Core Partner Program?**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Adult</th>
<th>DW</th>
<th>Youth</th>
<th>AEL</th>
<th>WP</th>
<th>VR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employment in Second Quarter</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Employment in Fourth Quarter</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Median Earnings Second Quarter</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Post-Secondary Credentials</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>No</td>
<td>✓</td>
</tr>
<tr>
<td>Measurable Skills Gains</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>No</td>
<td>✓</td>
</tr>
<tr>
<td>Effective Serving Employers</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

**Same Performance Indicator Definitions**

Some Differences in When in Denominator

Different Performance Targets
Critical Definition for Calculating Core Program Performance:

“Who is a Reportable Individual?”

NPRM § 677.150: Reportable Individual

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

(1) Individuals who provide identifying information;
(2) Individuals who only use the self-service system; and
(3) Individuals who only receive information on services or activities.

Note:
Not all “reportable individuals” are participants and only “participants” are included in performance calculations.
Critical Definition for Calculating Core Program Performance:
“Who is a Participant?”

NPRM § 677.150: Participant

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

(1) Voc Rehab: Approved/signed IPE; begun to receive services

(2) The following individuals are not Participants:
   (i) Adult Ed: Not completed at least 12 contact hours
   (ii) Individuals who only use the self-service system
   (iii) Individuals who only receive information services

Only “participants” are included in performance calculations
**Participant Individual Record: “Date of Program Entry”**

Record date on which an individual became a participant...satisfying applicable programmatic requirements for the provision of services

**NPRM Preamble: Wagner-Peyser**

“Only those reportable individuals who received staff-assisted services would be included in performance calculations”

**NPRM § 680.110: When must adults and dislocated workers be registered and considered a participant?**

Registration is the process for collecting information to support a determination of eligibility.

**Participation occurs after the registration process** of collecting information to support an eligibility determination and begins when the individual **receives a staff-assisted WIOA service**, which does not include self-service or informational activities.
Critical Definition for Calculating Core Program Performance:

“When Does a Participant Exit?”

NPRM § 677.150: Exit

As defined for the purpose of performance calculations, exit is the point after which an individual who has received services through any program meets the following criteria:

For all Core Programs (except Vocational Rehabilitation) the exit date is the last date of service:

- The exit date cannot be determined until **90 days of no services has elapsed**. At that point the exit date is applied retroactively to the last date of service.

- Ninety days of no service does not include self-service or information-only activities or follow-up services and

- There are no future services planned, excluding follow-up services.
NPRM § 677.150: Exit

For Voc Rehab:

- The participant’s record of service is closed because the participant has achieved an employment outcome; or

- The participant’s service record is closed because the individual has not achieved an employment outcome or the individual has been determined ineligible after receiving services

- Notwithstanding any other provision of this section, a participant will not be considered as meeting the definition of exit from the Vocational Rehabilitation program if the individual’s service record is closed because the individual has achieved a supported employment outcome in an integrated setting but not in competitive integrated employment.
Participant Individual Record:  
Date of Program Exit

Record **last date** the participant **received staff assisted services**

*(The last date which the participant went without receiving any staff assisted services from the program for 90 days and there were no future staff assisted services planned from the program, excluding follow-up services)*

**Titles I, II and III:** Record the last date of funded service(s).

**Vocational Rehabilitation:** Record the date when the participant exited from the Vocational Rehabilitation program.

*“Participants” who “exit” are included in performance calculations*
What Will You Need to Change to Meet the New WIOA Program Performance Expectations?

Levels of Performance (NPRM § 677.170)...

Who You Serve Makes a Difference!

The “Objective Statistical Adjustment Model” Is Applied Twice:

1. **Before:** State Plan and Negotiated with USDOL/ED for Upcoming PY
2. **After:** Adjusted Based on Actual Circumstances at End of PY

Model based on: Differences in **economic conditions** AND the characteristics of **participants**, including:

- Indicators poor work history
- Disability status
- Lack of work experience
- Homelessness
- Low levels of literacy
- Ex-Offender status
- Low levels of English proficiency
- Welfare dependency
- Lack of educational or occupational skills attainment
- Dislocation from high-wage and high-benefit employment
What Will You Need to Change to Meet the New WIOA Program Performance Expectations?

## New in WIOA

Compare and Contrast WIA and WIOA Performance

<table>
<thead>
<tr>
<th>WIOA Primary Indicator of Performance: Employment</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WIA: Common Measures Waiver</strong></td>
</tr>
<tr>
<td><strong>Entered Employment:</strong></td>
</tr>
<tr>
<td>Of those who are not employed at the date of participation:</td>
</tr>
<tr>
<td># of adult participants who are employed in the <strong>first quarter</strong> after the exit quarter</td>
</tr>
<tr>
<td><em>divided by</em></td>
</tr>
<tr>
<td># of adult participants who exit during the quarter</td>
</tr>
<tr>
<td><strong>WIOA Performance Indicator</strong></td>
</tr>
<tr>
<td><strong>Employment in Second Quarter</strong></td>
</tr>
<tr>
<td>The percentage of program participants who are in unsubsidized employment during the <strong>second quarter</strong> after exit from the program</td>
</tr>
</tbody>
</table>
What Will You Need to Change to Meet the New WIOA Program Performance Expectations?

<table>
<thead>
<tr>
<th>WIOA Primary Indicator of Performance</th>
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<tbody>
<tr>
<td><strong>WIA: Common Measures Waiver</strong></td>
</tr>
<tr>
<td><strong>Employment Retention:</strong></td>
</tr>
<tr>
<td>Of those who are employed <strong>in the first quarter after the exit quarter:</strong></td>
</tr>
<tr>
<td># of adult participants who are</td>
</tr>
<tr>
<td>employed <strong>in both the second and</strong></td>
</tr>
<tr>
<td>third quarters after the exit quarter</td>
</tr>
<tr>
<td>divided by</td>
</tr>
<tr>
<td># of adult participants who exit</td>
</tr>
<tr>
<td>during the quarter</td>
</tr>
</tbody>
</table>
What Will You Need to Change to Meet the New WIOA Program Performance Expectations?

### WIOA Data Element Specifications:

#### Employment Rate (Quarter 2/Quarter 4)

**Numerator:**
Number of exiters during the reporting period who are employed during the second/fourth quarter after exit.

**Denominator:**
Number of exiters during the reporting period.

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#### Employment Rate (Quarter 2/Quarter 4)

Number of exiters during the reporting period who are employed during the second/fourth quarter after exit (numerator) divided by the number of exiters during the reporting period (denominator) multiplied by 100 and reported as a percentage.

**Includes Both Participants Who Were Unemployed and Employed at Registration**
What Will You Need to Change to Meet the New WIOA Program Performance Expectations?

<table>
<thead>
<tr>
<th>WIOA Primary Indicator of Performance: Earnings</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WIA: Common Measures Waiver</strong></td>
</tr>
<tr>
<td><strong>Average Earnings:</strong></td>
</tr>
<tr>
<td>Of those adult participants who are employed in the first, second, and third quarters after the exit quarter:</td>
</tr>
<tr>
<td>divided by</td>
</tr>
<tr>
<td>Total earnings in the second quarter plus the total earnings in the third quarter after the exit quarter</td>
</tr>
<tr>
<td><strong>WIOA Performance Indicator</strong></td>
</tr>
<tr>
<td><strong>Median Earnings:</strong></td>
</tr>
<tr>
<td>The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program;</td>
</tr>
</tbody>
</table>

**WIOA Data Element Specifications: Median Earnings**

For all exiters in a core program, report the wage that is at the midpoint (of all the wages) between the highest and lowest wage earned in the second quarter after exit.
## Indicators of WIOA Youth Performance: Modifications

- **Placement Rate (2nd and 4th Quarters)**
  
  Number of Title I youth exiters during the reporting period who are employed, *in education, or in occupational skills training*

- **Median earnings**
  
  If in *unsubsidized employment* during the *second quarter*

## Removal of the WIA Youth Common Measures Waiver

- **Attainment of Degree or Certificate**
  
  Now: Same as Credential Rate for All Core Programs

- **Literacy and Numeracy Gain**
  
  Now: Replaced with *Measurable Skills Gain* for All Core Programs
<table>
<thead>
<tr>
<th>WIOA Primary Indicator of Performance: Credentials</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WIA</strong></td>
</tr>
<tr>
<td>“Attainment of a recognized credential relating to achievement of educational skills, which may include attainment of a secondary school diploma or its recognized equivalent, or occupational skills, by participants who enter unsubsidized employment”</td>
</tr>
<tr>
<td><strong>This Was Waived Under Common Measures</strong></td>
</tr>
</tbody>
</table>
What Will You Need to Change to Meet the New WIOA Program Performance Expectations?

**WIOA Data Element Specifications:**

**Credential Rate**

*Numerator:*

Number of participants who exited that were *in a postsecondary education or training program* and who *obtained a recognized postsecondary credential* during the program or within one year after exit;

*plus*

the number of participants who exited that were in a secondary education program and who *obtained a secondary school diploma or its equivalent* during the program or within one year after exit

*AND*

who were also *employed or enrolled in an education or training program leading to a recognized postsecondary credential* within one year after exit.
What Will You Need to Change to Meet the New WIOA Program Performance Expectations?

Credential Rate

Denominator:
The number of participants who exited and were in a postsecondary education or training program

plus

the number of participants who exited and were in a secondary education program (at or above the 9th grade level) without a high school diploma or equivalent.

Credential Rate

Credential Rate Numerator divided by Credential Rate Denominator multiplied by 100 and reported as a percentage.

Does the credential rate include only participants who are enrolled in an education or training program that leads to a recognized postsecondary credential?
**WIOA Participant Individual Record**

### Received Training

Record 1, if the participant received training services that lead to a credential. Record 2, if the participant received training services that do not lead to a credential.

### Date Enrolled in Education or Training Program Leading to a Recognized Postsecondary Credential or Employment During the Program

Record the date of the most recent service when the participant was enrolled in an education or training program that leads to a recognized postsecondary credential or employment as **defined by the core program in which the individual participates**.

Leave blank if participant was not enrolled in education or training that leads to a recognized postsecondary credential or employment.
### WIOA Participant Individual Record: What is a Credential?

#### Type of Recognized Credential

Use appropriate code to record the type of recognized diploma, degree, or a credential consisting of an industry-recognized certificate or certification, a certificate of completion of a registered apprenticeship, a license recognized by the State involved or Federal Government, or an associate or baccalaureate degree attained by the participant who received training services.

#### Credential Codes:

<table>
<thead>
<tr>
<th>HS Diploma/or equivalency</th>
<th>Occupational Skills Licensure</th>
</tr>
</thead>
<tbody>
<tr>
<td>AA or AS Diploma/Degree</td>
<td>Occupational Skills Certificate</td>
</tr>
<tr>
<td>BA or BS Diploma/Degree</td>
<td>Other Recognized Diploma, Degree, or Certificate</td>
</tr>
<tr>
<td>Post Graduate Degree</td>
<td></td>
</tr>
</tbody>
</table>
### WIOA Primary Indicator of Performance: Skills Gain

<table>
<thead>
<tr>
<th>WIA</th>
<th>WIOA Performance Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Not in WIA</strong></td>
<td>The percentage of program 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 toward such a credential or employment.</td>
</tr>
<tr>
<td><strong>Adult and Dislocated Workers</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Youth WIA: Common Measures Waiver</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Literacy and Numeracy Gains</strong></td>
<td></td>
</tr>
<tr>
<td>Of those out-of-school youth who are basic skills deficient:</td>
<td></td>
</tr>
<tr>
<td># of youth participants who increase one or more educational functioning levels divided by</td>
<td></td>
</tr>
<tr>
<td># of youth participants who have completed a year in the program (i.e., one year from the date of first youth program service) plus the # of youth participants who exit before completing a year in the youth program</td>
<td></td>
</tr>
</tbody>
</table>
What Will You Need to Change to Meet the New WIOA Program Performance Expectations?

WIOA Data Element Specifications: Measurable Skills Gain

Numerator:

Number of program participants who, during the 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 based on attainment of one of the five types of gains:

1) educational achievement;

2) high school diploma or equivalent;

3) secondary/post-secondary transcript/report card;

4) training milestone; or

5) skills progression.
What Will You Need to Change to Meet the New WIOA Program Performance Expectations?

### Measurable Skill Gains

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

### Measurable Skill Gains Rate

Measurable Skill Gains Numerator divided by Measurable Skill Gains Denominator

### Participant Individual Record

- Skills Gains: Educational Achievement
- Skills Gains: Attainment of a High School Diploma or Equivalent
- Skill Gains: Secondary/Post-Secondary Transcript/Report Card
- Skill Gains: Training Milestone
- Skill Gains: Skill Progression
What Will You Need to Change to Meet the New WIOA Program Performance Expectations?

**Educational Achievement**

Record the most recent date the participant achieved at least one educational functioning level in an education program that provides instruction below the post-secondary level.

**Secondary/Post-Secondary Transcript/Report Card**

Record the most recent date of the participant’s transcript or report card for either secondary or post-secondary education for one academic year (or 24 credit hours) showing the participant is achieving the state unit’s policies for academic standards.

**Training Milestone**

Record the most recent date that the participant had a satisfactory or better progress report towards established milestones from an employer/training provider who is providing training (e.g., completion of on-the-job training, completion of one year of a registered apprenticeship program, etc.).

**Skills Progression**

Record most recent date the participant successfully completed 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.
What Will You Need to Change to Meet the New WIOA Program Performance Expectations?

<table>
<thead>
<tr>
<th>Primary Indicator of Performance: Effectiveness in Serving Employers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WIA</strong></td>
</tr>
<tr>
<td><em>Just a Customer Satisfaction Indicator for Employers and Participants</em></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

**NPRM: Options for Measuring Effectiveness in Serving Employers**

- **Employee retention rates** tied to the employment they obtained after receiving WIOA services.
  
- **Repeat/retention rates for employers**’ use of the core programs.

- **Number or percent of employers using core program services out of all employers** (Across programs or individual programs)
What Will You Need to Change to Meet the New WIOA Program Performance Expectations?

Think About These Implications...

Tips and Tactics to Get Ready Now!

✓ Share the Vision: Skills and Credentials and Employment
  Impact of Removal of Common Measures Waiver: Not Just a “Get a Job” Program

✓ Get Credit for Who You Serve:
  Record All Barriers: Statistical Adjustment in Performance Levels

✓ Prepare for the Return of a Credential Measure
  - Was Most Commonly Missed Measure Pre-Waiver
  - Not From Wage Records: Staff Entered and Documented
  - Begin Recording Now, If Not Already
  - Strive to Achieve Pre-Exit, Not Post-Exit
What Will You Need to Change to Meet the New WIOA Program Performance Expectations?

✓ Decide How To Respond to Longer Performance Horizons
  - Serve Until Employment Is Stabilized
  - Target Post-Employment “Follow-Up Services” (First Month)
  - Post-Exit Stalking:
    Does “Supplemental Data” Make a Real Difference?
    Can You Find Them? Do They Want to Talk to You?
  - Set Expectations/Build a Relationship: Post-Exit Self-Report
  - Ensure a Known Exit with an Exit Celebration
  - Hold Contractors Responsible for Real-Time Indicators

✓ Achieve Performance through Quality Service
  - Manage Performance Though Service (Not “Entry and Exit”)
  - Implement Strategies with Proven Performance Outcome:
    Staff-Assisted Placement; Training-Related Employment; OJT
What Will You Need to Change to Meet the New WIOA Program Performance Expectations?

Take-Aways! Best Bets! Next Steps!