WIOA Performance Indicators

**WORKSHOP GOALS**

- Learn about the WIOA and other INAP measures
- Understand how you can enhance performance

**WIOA PERFORMANCE INDICATORS**

**BURNING QUESTIONS?**

**RESPONSIBLE FOR WIA PERFORMANCE MEASURES NOW**

- Grantees responsible for WIA performance measures until new online case management system is in place.
- Expected implementation of new system for CSP: PY 2020.
- Expected implementation of new system for SYSP: not yet known

<table>
<thead>
<tr>
<th>Case Management System</th>
<th>Performance Indicators Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>BEARTRACKS</td>
<td>WIA PERFORMANCE</td>
</tr>
<tr>
<td>NEW ONLINE SYSTEM – GPMS</td>
<td>WIOA AND INAP INDICATORS</td>
</tr>
</tbody>
</table>

**KEY DEFINITIONS**

**PARTICIPANT**

- Eligible for WIOA
- Receives a WIOA Service

**Participant**
- Date of Participation
- Service
- Exit Date
- Exit Quarter
DATE OF PARTICIPATION

- Eligible
- Received a WIOA service

If both checked, it's the date the participant received the WIOA service.

QUALIFYING SERVICE

Service includes:
- In-program WIOA activities, such career and training services.
- Significant staff involvement, e.g. assessment of a participant's skills, education, or career objectives

SERVICE IS NOT

Service does not include:
- Determination of eligibility
- Services and activities specifically provided as follow-up services
- Regular contact with the participant or employer only to obtain information regarding employment or educational status or the need for support services
- Self-Service activities
- Informational activities (e.g. LMI)

DATE OF EXIT

The last day on which the individual received a service funded by WIOA or a partner program.

EXIT

BearTracks will automatically exit a participant who has not received a WIOA service within 90 days and is not scheduled for future services.

QUARTERS

Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4
---|---|---|---
JAN | FEB | MAR | APR
MAY | JUN | JUL | AUG
SEP | OCT | NOV | DEC
Most performance measures are calculated based on the quarter in which a participant exits, and the performance outcomes are due in different quarters.

Performance is measured using Unemployment Insurance (UI) wage records. UI records are reported quarterly, and include earnings for the quarter. They usually cannot identify the date of employment, hours of employment, or hourly wages.

Participants are excluded from the common measures for the following reasons:
- Medical treatment expected to last more than 90 days causes the person to exit and precludes employment
- Incarcerated
- Active duty for more than 90 days
- Foster care and moves outside of local area
- Deceased

**THE MEASURES**

1. Employed in the 2nd quarter after exit
2. Employed in the 4th quarter after exit
3. Median earnings in the 2nd quarter after exit
4. Credential attainment
5. Measurable Skill Gains
6. Effectiveness in Serving Employers
WIOA & INDIAN PROGRAMS INDICATORS: SYSP

SYSP under WIOA, with WAIVER, choose at least two

1. Entered Unsubsidized Employment (Including Military)
2. Completed Internship or Work Experience
3. Completed Career Assessment or Work Readiness Training
4. Attained High School Diploma or GED
5. Completed Occupational Skills Training
6. Completed Summer Employment

WIOA Youth Indicators
1. Employed or in education or training in the 2nd quarter after exit
2. Employed or in education or training in the 4th quarter after exit
3. Median earnings in the 2nd quarter after exit
4. Credential attainment
5. Measurable Skill Gains
6. Effectiveness in Serving Employers

WAIVER FORMS

- For ease of communication with DOL, consider using these forms to request a waiver.
- Found here: [https://ina.workforcegps.org/resources/2019/10/24/19/38/TEGL-4-19-Resource](https://ina.workforcegps.org/resources/2019/10/24/19/38/TEGL-4-19-Resource)

1. 2ND QUARTER EMPLOYMENT RATE

The percent of exiters who were employed anytime in the second quarter after the exit quarter.

5 CSP Indicators – If you have a WAIVER

JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC

JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC

2ND QUARTER EMPLOYMENT RATE – EXAMPLE

2ND QUARTER EMPLOYMENT RATE – EXAMPLE

2nd Quarter after exit
**2nd Quarter Employment Rate – Example**

- JAN
- FEB
- MAR
- APR
- MAY
- JUN
- JUL
- AUG
- Sep
- OCT
- Nov
- Dec

In the 2nd quarter after exit:
- Exit
- Gets Job
- Loses Job

**2. Median Earnings**

The median quarterly earnings of those employed in the second quarter after the exit quarter.

**Median Earnings – Example**

- JAN
- FEB
- MAR
- APR
- MAY
- JUN
- JUL
- AUG
- SEP
- OCT
- Nov
- Dec

**Post-Program Earnings**

- JAN
- FEB
- MAR
- APR
- MAY
- JUN
- JUL
- AUG
- SEP
- OCT
- Nov
- Dec

**Calculating a Median**

$\text{Earnings in 2nd Quarter}$

<table>
<thead>
<tr>
<th>Person</th>
<th>Earnings</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$1,500</td>
</tr>
<tr>
<td>2</td>
<td>$2,200</td>
</tr>
<tr>
<td>3</td>
<td>$2,700</td>
</tr>
<tr>
<td>4</td>
<td>$3,000</td>
</tr>
<tr>
<td>5</td>
<td>$3,500</td>
</tr>
<tr>
<td>6</td>
<td>$6,200</td>
</tr>
<tr>
<td>7</td>
<td>$8,200</td>
</tr>
<tr>
<td>Sum</td>
<td>$27,300</td>
</tr>
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Median = $3,000 (the earnings of the person at the midpoint)

**Median Minimizes the Effect of Extreme Values**

$\text{Earnings in 2nd Quarter}$

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<td>7</td>
<td>$6,200</td>
</tr>
<tr>
<td>8</td>
<td>$8,200</td>
</tr>
<tr>
<td>Sum</td>
<td>$33,100</td>
</tr>
</tbody>
</table>

Median = $(3,000 + 3,200) / 2 = 3,100$

**Calculating a Median with an Even Number of Participants**

$\text{Earnings in 2nd Quarter}$

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</tr>
<tr>
<td>Sum</td>
<td>$33,100</td>
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</table>

Median = $(3,000 + 3,200) / 2 = 3,100$

Middle two people
3. CREDENTIAL RATE

Percent of exiters who obtain a post-secondary credential or high school diploma or equivalent within one year after exit. Those obtaining a high school diploma or equivalent count as a success only if they are employed or in education or training leading to a recognized post-secondary credential within the year.

CREDENTIALS

Credentials are:
• Awarded in recognition of an individual's attainment of measurable technical or occupational skills necessary to obtain employment or advance within an occupation.
• Based on standards developed or endorsed by employers.

POSTSECONDARY CREDENTIAL EXAMPLES

Educational Degrees
• Associate and Bachelor Degrees

Industry-Recognized Certifications
• Cisco Certified Network Associate
• Microsoft Office Specialist

Registered Apprenticeships
• Carpenter's Helper
• Chef

Occupational Licenses
• Certified Phlebotomist
• Accounting Clerk Certificate
• Gaming License

OTHER CREDENTIAL EXAMPLES: GED/DIPLOMA

Educational Diplomas
• GEDs
• High School Equivalency
• High School Diplomas

Diploma or GED though is not enough

CREDENTIALS – WHAT’S NOT INCLUDED

Credentials do not include:
• Work readiness certificates
• Credentials awarded by grantees, state, or local workforce boards.

Why?
• They do not document the measurable technical or occupational skills necessary to obtain employment or advance within an occupation.

POSITIVE PERFORMANCE OUTCOME

Multiple Ways to Earn a Positive Outcome:
1. Earn Postsecondary Credential
   During Program
2. Earn Postsecondary Credential
   During Program Within 1 Year of Exit
3. Earn GED/Diploma and in Education Leading to Postsecondary Credential

During Program + Within 1 Year of Exit

4. Earn GED/Diploma and Employed

During Program + Within 1 Year of Exit

37

38

4. PERCENT IN TRAINING

The percentage of active participants in a report period placed in training

39

40

5. EMPLOYABILITY ENHANCEMENT / TRAINING COMPLETION RATE

The percentage of exiters receiving at least one of the following five enhancements:
1. completed training
2. returned to school full-time
3. completed major level of education
4. completed worksite training objective
5. attained basic/occupational skills proficiency

Measured during the program

41

42
Minimum of 2 SYSP Indicators – If you have a WAIVER

1. ENTERED UNSUBSIDIZED EMPLOYMENT (INCLUDING MILITARY)

The percentage of exiters in the report period that entered non-WIOA funded employment, including entry into the armed forces, self-employment or employment with the WIOA Program.

2. COMPLETED INTERNSHIP OR WORK EXPERIENCE

The percentage of active participants in the report period that, during the course of participation, completed a work internship or successfully completed work experience (i.e. short term subsidized employment).

3. COMPLETED CAREER ASSESSMENT OR WORK READINESS TRAINING

The percentage of active participants in the report period that, during the course of participation, completed a formal career assessment of occupational interests, values, skills, or aptitudes, leading to an identification of careers for which the participant may be suited or had a measurable increase in work readiness skills including the world of work awareness, labor market knowledge, occupational information, career planning and job search techniques such as; resume writing, interview preparation, completing job applications and writing follow-up letters.

4. AATTAINED HIGH SCHOOL DIPLOMA OR GED

The percentage of participants who, at any point while participating in the program or upon exit from the program, attained a state recognized high school diploma or General Education Diploma (GED).

5. COMPLETED OCCUPATIONAL SKILLS TRAINING

The percentage of active participants in the report period that, during the course of participation, completed occupational skills training include vocational education and on-the-job training.
6. COMPLETED SUMMER EMPLOYMENT

The percentage of active participants in the report period that, during the course of participation, successfully completed summer employment with an employer.

HOW OUTCOMES ARE MEASURED

- UI Wage Matching AND Grantee Data
  - UI Wage Matching
    - Grantees submit SSNs of participants in the SPIR each quarter
    - DOL matches against Unemployment Insurance (UI) wage files, containing a record of (nearly) everyone employed in the U.S.
  - Supplemental Data Provided by Grantees
    - Also as part of the SPIR, grantees indicate which participants are employed according to the grantee’s own records

OBSERVATIONS

- For program management, it is harder to time exits to maximize success on Employment measure
- Measuring as far out as one year after exit is more of a challenge
- Measuring skill gains will take additional program processes
- Think about budget allocation for follow-up services; beyond merely contacting people for employment and education status

CONTACT INFORMATION

Laura Aron
Senior Associate
Social Policy Research Associates
510-788-2476
Laura@spra.com