



Department of
**Labor & Workforce
Development**

WIOA Performance for Beginners

An introduction to Performance Reporting for WIOA

Agenda

- Introduction to Performance
- Reporting Timeframes
- Periods of Participation in WIOA
- Reportable Only Registered Only vs. Program Participant
- Program Exits and Follow-Up
- Primary Indicators of Performance

Themes of WIOA

- Career Pathways
- Employer engagement
- Work-based learning
- Sector strategies
- Partnerships
- Integrated Service Delivery
- Integrated Data Systems
- Performance measurement



WIOA Vision

- Across the system, continuous improvement is supported through evaluation, accountability, identification of best practices, and data driven decision making
- The workforce system will be characterized by three critical hallmarks of excellence:
 - The needs of business and workers driving workforce solutions
 - American Job Centers providing excellent customer service to jobseekers and employers and focusing on continuous improvement
 - The workforce system supporting strong regional economies and playing an active role in community and workforce development.

WIOA Core Partners List

Title I

- **Adult** Employment and Training Activities (WIOA Title I, Section 131)
- **Dislocated Worker** Employment and Training Activities (WIOA Title I, Section 131)
- **Youth** Workforce Investment Activities (WIOA Title I, Section 126)

Title II

- Adult Education and Literacy Activities (WIOA Title II)

Title III

- Employment Service (Wagner-Peyser Act of 1933)

Title IV

- Vocational Rehabilitation State Grant Programs (Rehabilitation Act of 1973 Title I)

Other Partners

- Senior Community Service Employment Program (Older Americans Act of 1965 Title V)
- Trade Adjustment Assistance
- Job Corps (WIOA Title I, Subtitle C)
- Migrant and Seasonal Farmworker Program (WIOA Title I, Section 167)
- YouthBuild Program (WIOA Title I, Section 171)
- Jobs for Veterans State Grants (JVSG)

State Workforce System Structure

State Board

TDLWD Central Office

Core Partner WIOA
Titles I, II, III, IV + TANF

Chief Local Elected Official (CLEO)

Fiscal Agent

Local Board + CLEO

TDLWD Regional
Directors

LWDA Executive
Director/Staff to LWDB

- Firewall -

One-Stop Operator

Contracted Service Providers

AJC Site
Leads
TDLWD

Partner
Agency
Leads

Career Services Staff
(State Merit Staff – TDLWD + Partners)

Primary Indicators of Performance for all Programs

- **Employment Rate 2nd Quarter after Exit**
(Education/Employment for youth)
- **Employment Rate 4th Quarter after Exit**
(Education/Employment for youth)
- **Median Earnings in the 2nd Quarter after Exit**
- **Credential Attainment Rate**
 - of those who received training or education, excluding OJT or Customized Training
- **Measurable Skills Gains**
- **Effectiveness in Serving Employers**

Reporting Layouts

- Title 1 9172 – (Adult, DW and Youth) & 3 (Wagner Peyser) -DOL only PIRL- Participant Individual Reporting Layout (PIRL) ETA 9172

Current MIS reporting system for Wagner Peyser , Title 1 Adult, Dislocated Worker and Youth is the Jobs4TN System.

- Title 2 (Adult Education) -NRS Reporting Tables

Current reporting system for Adult Education is Jobs4TN for their MIS system.

- Title 4 (Vocational Rehabilitation) -RSA 911

Current reporting system for Vocational Rehabilitation is TRIMS.

- ETA 9170 – Joint PIRL – Combines elements from each of the above reports to produce a combined performance report for the state workforce system.

State Program Score and State Indicator Scores

Indicator/Program	Title II Adult Education	Title IV Rehabilitative Services	Title I Adults	Title I Dislocated Workers	Title I Youth	Title III Wagner - Peyser	Average Indicator Score
Employment 2nd Quarter After Exit							
Employment 4th Quarter After Exit							
Median Earnings 2nd Quarter After Exit							
Credential Attainment Rate							
Measurable Skill Gains							
Effectiveness in Serving Employers							
Average Program Score							

Performance Negotiations

- Each WIOA Partner Program will have to negotiate performance targets with their respective agency every program year for each of the primary indicators of performance once baseline information been established.

Performance Negotiations (continued)

WIOA requires four (4) elements to be considered during performance level negotiations.

- How the levels involved compare with the adjusted levels of performance established for other states
- An objective statistical adjustment model
- The extent to which the levels involved promote continuous improvement
- The extent to which the levels involved will assist the state in meeting goals established in accordance with the Government Performance and Results Act

Sanctions

Financial sanctions will be based on performance failures and will be applied to states if, for 2 consecutive years, the state fails to meet:

- (1) 90 percent of the overall State program score for the same core program;
- (2) 90 percent of the overall State indicator score for the same primary indicator; or
- (3) 50 percent of the same indicator score for the same program.
- Sanctions will be effective in 2020 for partner programs which fail to meet their negotiated performance targets.



Introduction to Performance Reporting

Introduction to Performance Reporting Agenda

- Functions, Goals and Responsibilities of Performance Reporting
- Reporting Timeframes
- Reportable Individuals
- Participants
- Periods of Participation
- Exits
- The Six Primary Indicators of Performance

Primary Functions of Performance Reporting

- To provide quarterly and annual reporting on the Workforce Innovation and Opportunities Act (WIOA) core programs under Titles I and III to the Department of Labor (DOL)
- Monitor data input for quality and timeliness
- Validate data to ensure that services are being rendered to the appropriate individuals

The Goal of Reporting

To assess the effectiveness of the State and local areas in achieving positive outcomes for individuals served by the workforce development system's six core programs.

Responsibilities

- Collecting and Monitoring Data
- Implementing and enforcing Data Validation practices
- Timely Reporting on the six accountability measures for our core programs

Quiz

What is the goal of reporting?

To assess the effectiveness of the state and local areas in achieving positive outcomes for individuals served by the workforce development system's six core programs



Reporting Timeframes

Program Year and Federal Fiscal Year

<u>Quarter</u>	<u>Program</u>	<u>Fiscal</u>
Q1	July 1 – September 30	October 1 – December 31
Q2	October 1 – December 31	January 1 – March 31
Q3	January 1 – March 31	April 1 – June 30
Q4	April 1 – June 30	July 1 – September 30

Yearly Report Schedule

Program Year (PY) 2018 Time Periods To Be Reported

Report Quarter	July – Sept.	Oct. – Dec.	Jan. – Mar.	Apr. – June
Report Due Date	November 14, 2018	February 14, 2019	May 15, 2019	August 14, 2019
Number Served (Reportable Individual)	10/01/17 to 9/30/18	1/01/18 to 12/31/18	4/01/18 to 3/31/19	7/01/18 to 6/30/19
Number Exited (Reportable Individual)	7/01/17 to 6/30/18	10/01/17 to 9/30/18	1/01/18 to 12/31/18	4/01/18 to 3/31/19
Funds Expended	10/01/17 to 9/30/18	1/01/18 to 12/31/18	4/01/18 to 3/31/19	7/01/18 to 6/30/19
Number Served (Participant)	10/01/17 to 9/30/18	1/01/18 to 12/31/18	4/01/18 to 3/31/19	7/01/18 to 6/30/19
Number Exited (Participant)	7/01/17 to 6/30/18	10/01/17 to 9/30/18	1/01/18 to 12/31/18	4/01/18 to 3/31/19
Employment Rate Second Quarter After Exit	10/01/16 to 9/30/17	1/01/17 to 12/31/17	4/01/17 to 3/31/18	7/01/17 to 6/30/18
Employment Rate Fourth Quarter After Exit	7/01/16 to 3/31/17	7/01/16 to 6/30/17	10/01/16 to 9/30/17	1/01/17 to 12/31/17
Median Earnings Second Quarter After Exit	10/01/16 to 9/30/17	1/01/17 to 12/31/17	4/01/17 to 3/31/18	7/01/17 to 6/30/18
Credential Attainment Rate	7/01/16 to 3/31/17	7/01/16 to 6/30/17	10/01/16 to 9/30/17	1/01/17 to 12/31/17
Measurable Skill Gains	10/01/17 to 9/30/18	1/01/18 to 12/31/18	4/01/18 to 3/31/19	7/01/18 to 6/30/19
Effectiveness in Serving Employers	10/01/16 to 9/30/17	1/01/17 to 12/31/17	4/01/17 to 3/31/18	7/01/17 to 6/30/18
Veterans' Priority of Service	10/01/17 to 9/30/18	1/01/18 to 12/31/18	4/01/18 to 3/31/19	7/01/18 to 6/30/19

Reporting Timeframes by Program

07/01 through 06/30 (Program Year)

TITLE I Adult, Dislocated Worker, NDWG and Youth

TITLE III Wagner Peyser (WP)

Migrant Seasonal Farm Workers (MSFW)

Jobs for Veterans State Grants (JVSG)

10/01 through 09/30 (Fiscal Year)

SNAP Education & Training

Trade Adjustment Assistance (TAA)

RESEA (Reemployment Services and Eligibility Assessment)

Quiz

What calendar months cover the first quarter of the program year?

July, August and September



Reportable Individual vs. Participant

Reportable Individual

1. Providing identifying information;
2. Accessing the self-service system; or
3. Receiving information-only services and/or activities that do not require significant staff assistance.

Program Participants

For the WIOA Title I Adult and Dislocated Worker and Title III Employment Service, a participant is someone who:

1. Meets the definition of reportable individual;
2. Has received services other than self service or Information only services or for AEFLA who have completed 12 contact hours
3. Has satisfied all applicable programmatic requirements for the provision of services.

Youth Participants

For the WIOA Title I Youth Program, a participant is someone who is all of the following:

1. A reportable individual
2. Satisfied all applicable program requirements for the provision of services, including eligibility determination
3. Has received an objective assessment
4. Developed an individual service strategy
5. Received at least one of the 14 WIOA Youth Program elements
(see next 2 slides)

Youth Program Elements

1. Tutoring, study skills training, instruction and dropout prevention services
2. Alternative secondary school services or dropout recovery services
3. Paid & unpaid work experience
4. Occupational skills training
5. Education offered currently with workforce preparation and training for specific occupation
6. Leadership development opportunities
7. Supportive services
8. Adult mentoring
9. Follow-up services
10. Comprehensive guidance and counseling
11. Financial literacy
12. Entrepreneurial skills training
13. Services that provide labor market information
14. Postsecondary preparation and transition activities

What is a reportable individual?

Someone who has taken action that demonstrates an intent to use program services by:

1. Providing identifying information;
2. Accessing the self-service system; or
3. Receiving information-only services and/or activities that do not require significant staff assistance.



Period of Participation
in WIOA

Period of Participation under WIOA

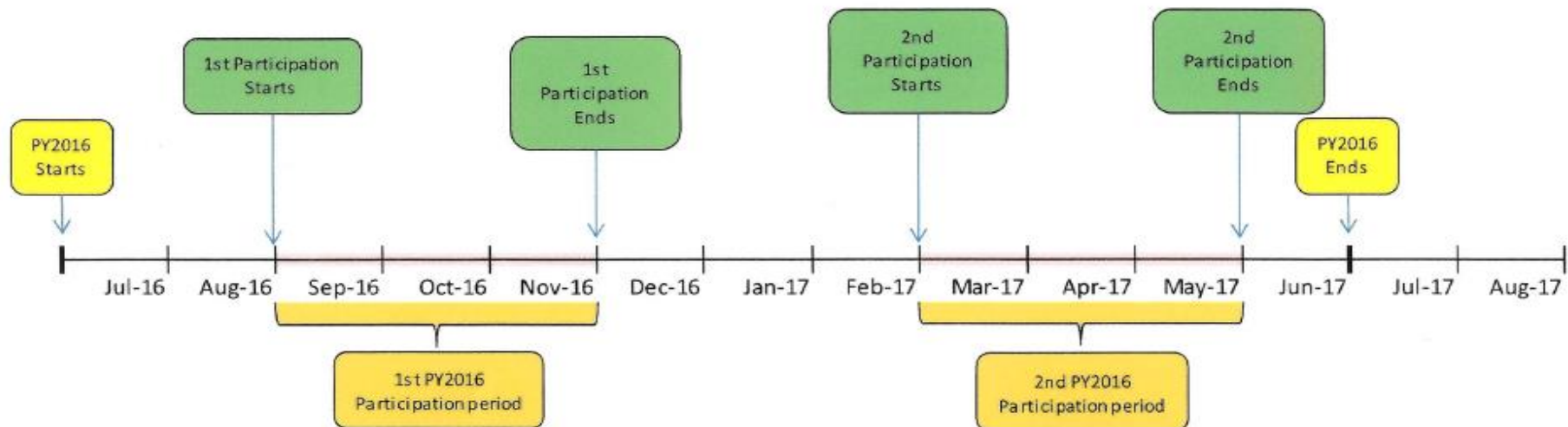
The interval of time spanning from when an individual becomes a participant to their date of exit.

- *A new period of participation will begin if a participant re-enters a program after the date of exit has exceeded 90 days. In this way, it is possible for one individual to have multiple periods of participation within a single program year.*

Multiple periods of participation within a program year

Counting Periods of Participation: Examples for Exit-Based Indicators of Performance

	<u>Calendar Date</u>	<u>Program Year</u>
For this example, Participation begin date:	September 2016	PY16
Date of Exit:	November 2016	PY16
Participation begin date:	March 2017	PY16
Date of Exit:	May 2017	PY16



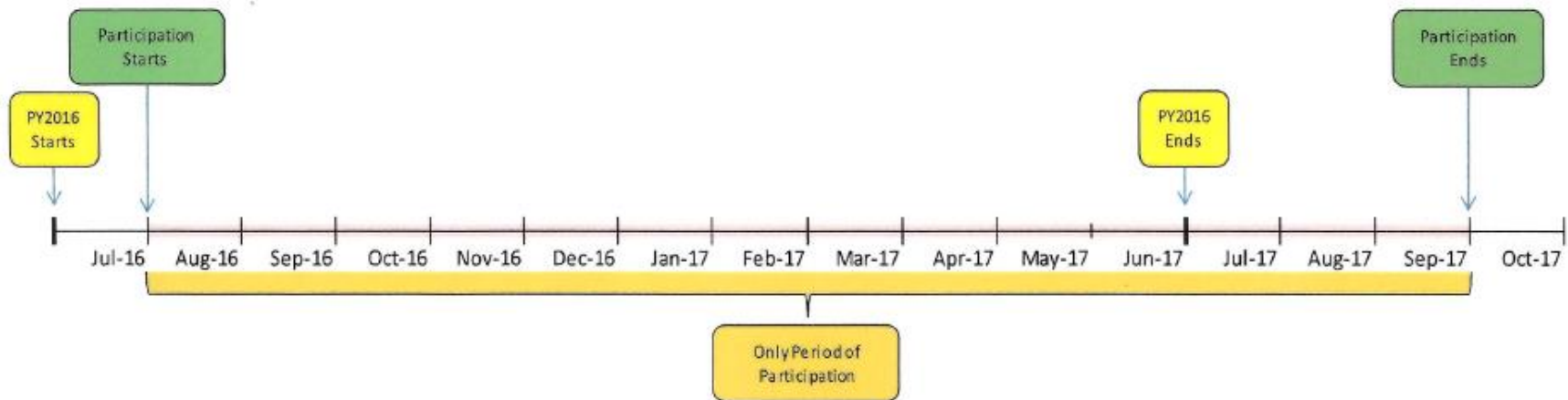
Period of Participation under WIOA

When a period of participation spans across two program years the exit outcome will be counted in the year of exit not the year of enrollment.

Participation period spanning program years

Counting Periods of Participation: Examples for Exit-Based Indicators of Performance

For this example,	<u>Calendar Date</u>	<u>Program Year</u>
Participation begin date:	August 2016	PY16
Date of Exit:	September 2017	PY17



Quiz

What is a period of participation?

The interval of time spanning from when an individual becomes a participant to their date of exit.



Program Participant Exits

Exits

What Determines an Exit?

Date of Exit is determined as the last date of service if;

A. No future services that extend or trigger participation are planned

- and -

B. 90 days have elapsed since the participant last received services

Exits

Note:

Services that ***do not*** extend the date of exit include:

- Self-service, information-only services or activities
- Follow-up service

Exits in Virtual One Stop

A soft exit is when the Virtual One Stop (VOS) system automatically exits a participant based on their last date of service

The soft exit will occur if:

- No future services are scheduled
- 90 days elapses without rendering a participation triggering service

Exits in VOS

Note:

When determining 90 days of no service:

- Consider *significant staff involvement* services
- Do not consider self-service and information only activities

Self-service individuals may continue to access our system and receive services automatically (*Reportable-Only Services*). Receiving reportable-only services will not extend the date of exit.

Follow Up in VOS

Follow-up Services

- Occur after exit and do not change or delay exit.
- May begin immediately following the last date of service.
- Each exit date should have it's own follow up.
- Is required for each exit of participation within Title I and only for supplemental wage and employment information for Title III.

Quiz

How is an Exit determined?

Date of Exit is determined as the last date of service if;

A. No future services that extend or trigger participation are planned

- and -

B. 90 days have elapsed since the participant last received services

ANY QUESTIONS?





Primary Indicators of Performance

Primary Indicators of Performance for all Programs

- **Employment Rate 2nd Quarter after Exit**
(Education/Employment for youth)
- **Employment Rate 4th Quarter after Exit**
(Education/Employment for youth)
- **Median Earnings in the 2nd Quarter after Exit**
- **Credential Attainment Rate**
 - of those who received training or education, excluding OJT or Customized Training
- **Measurable Skills Gains**
- **Effectiveness in Serving Employers**



Employment Rate
2nd and 4th Quarter
After Exit

Employment

A participant's employment status is determined either through direct Unemployment Insurance wage record match, Federal or military employment records, or supplemental wage information, in the second quarter after the exit quarter

Employment Rate 2nd Quarter after Exit

Employment Rate 2nd Quarter after Exit is the percentage of participants who are in unsubsidized employment during the second quarter after exit from the program.

- Includes all program participants, except those participating in the Title I Youth program (*which will be covered in future slides*):

Employment Rate 2nd Quarter after Exit

The number of participants who exited during the reporting period who are found to be employed in the second quarter after the exit quarter

The total number of participants who exited during the reporting period

Employment Rate – 4th Quarter After Exit

The Employment Rate 4th Quarter after Exit is the percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program.

Employment Rate – 4th Quarter After Exit

Number of participants who exited during the reporting period who are found to be employed in the fourth quarter after exit

The number of participants who exited during the reporting period

Title I Youth Education or Employment 2nd and 4th Quarter after Exit

Title I Youth Education or Employment 2nd Quarter after Exit is the percentage of participants in education or training activities, or in unsubsidized employment during the second quarter after exit.

Title I Youth Education or Employment 2nd Quarter after Exit

Title I Youth program participants who exited during the reporting period who are found to be employed OR enrolled in education, skills training in the second quarter after the exit quarter

The number of title I Youth program participants who exited the program during the reporting period

Exit Exclusions

Title I Adult and Dislocated Worker, Title II, III, and IV Exclusions:

1. Exits the program during the course of receiving services due to
 - A. Incarceration
 - B. Hospitalization or Institutionalization
2. Exits the program because of medical treatment and:
 - A. Treatment will last longer than 90 days
 - B. precludes entry into employment or continued participation
3. Is a member of the National Guard or reserve unit of the armed forces and is called to active duty for at least 90 days.
4. The participant is deceased

Title I Youth Program Exclusions

Title I Youth Program Exclusions include all of the above in addition to:

If the participant is in the foster care system and exits the program because the participant has moved from the local workforce area as part of such a program or system

Quiz

How is employment determined?

Either through direct Unemployment Insurance wage record match, Federal or military employment records, or supplemental wage information, in the second quarter after the exit quarter



Median Earnings

Median Earnings – 2nd Quarter After Exit

The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program, as established through:

- Direct Unemployment Insurance wage record match
- Federal or military employment records
- Supplemental wage information

Median Earnings – 2nd Quarter After Exit

Using the collected quarterly wage information as a set, arrange the set from lowest to the highest. Find the central value, this is the median earnings.

Median: the middle value of a set.

10, 15, 17, 20, 24, 29, 33, 35, 36, 38, 40, 45, 48
The value in the center of the listed values is the median value.

- Or -

10, 15, 17, 20, 24, 29, 30, 33, 35, 36, 38, 40, 45, 48
When there are an even number of values, take the average of the two middle values. In this case: $30+33=63$. Then divide that sum by 2. So the median earnings would be $63/2=31.5$.

Exclusions from Median Earnings Measure

Excluded from the calculation for median earnings are participants who have exited:

- And are not employed in the second quarter after exit and for whom earnings information is not yet available.

Exclusions from Median Earnings Measure

- Participants who have exited the program and are in subsidized employment
- Participants who have exited the program for any exclusionary reason

The following associated earning figure is excluded from the median earnings calculation:

- Wages reported as \$0 will indicate that the participant was not employed in the second quarter after exit, counting as a negative outcome in the Employment Rate indicator.

Quiz

How are median earnings determined?

Using the collected quarterly wage information as a set, arrange the set from lowest to the highest. Find the central value, this is the median earnings.



Credential Attainment Rate

Credential Attainment Rate

The Credential Attainment Rate is the percentage of participants enrolled in an education or training program who attain a recognized postsecondary credential or a secondary-school diploma during participation in and within one year after exit from the program.

- High-School Equivalency diplomas are included
- On-the-Job Training is excluded
- Customized Training is excluded

Credential Attainment

Number of participants who exited during the reporting period who obtained a postsecondary credential during the program or within one year after exit

-or-

Those who were in a secondary education program and obtained a diploma or its equivalent during the program or within one year after exit

The number of participants enrolled in an education program (excluding OJT and customized training) who exited during the reporting period

Defining a Credential

Credentials come in two types:

- Recognized postsecondary credential
- Secondary school diploma or its recognized equivalent

Defining a Credential

Note

Neither certificates awarded by workforce development boards, nor work readiness certificates, are included in this definition

Secondary School Diploma or Recognized Equivalent

- Passing scores on a State-recognized high school equivalency test
- A secondary-school diploma or State-recognized equivalent through a credit bearing secondary education program
- Passing a State recognized competency-based assessment
- Completion of a specified number of college credits

Title I Credential Attainment

Defining Enrolled in an Education or Training Program:

- **Title I Adult and Dislocated Worker:** all Adult and Dislocated Worker program participants who received training are included in the credential attainment indicator.
 - This does not include On-the-Job or Customized Training

Title I Credential Attainment

Defining Enrolled in an Education or Training Program:

- **Title I Youth:** all in-school Youth (ISY) are included in the credential attainment indicator since they are attending secondary or postsecondary school.

Quiz

What are the two types of Credential?

- Recognized postsecondary credential
- Secondary school diploma or its recognized equivalent



Measurable Skill Gains

Measurable Skill Gains

The Measurable Skills Gains Indicator

- Is used to measure the interim education or training progress of enrolled participants within a reporting period
- **Not an exit-based measure**

Measurable Skill Gains

Examples of Documented Progress

- Achievement of at least one educational functional level
- A secondary diploma or its equivalent
- Secondary or post-secondary transcript or report card that shows the student is meeting Tennessee's academic standards
- Satisfactory or better progress report
 - Completion of an On-the-Job Training
 - Completion of a One Year Apprenticeship
- Successful passage of an exam that is required for a particular occupation
- Progress in attaining technical or occupational skills training
 - Knowledge-based exams

Measurable Skill Gains (continued)

The number of program participants who achieved at least one type of gain

The number of participants who are in a program that leads to a recognized credential or employment

Measurable Skill Gains (continued)

- If a participant achieves more than one type of measurable skill gain in a reporting period, the most recent gain is the skill gain type that should be recorded on the Measurable Skill Gains Report Template.
- Participants who exit for any exempted reason are excluded from the measurable skill gains indicator.

Quiz

What is different about this indicator compared to the other performance indicators?

Measurable Skills gains are not exit based performance measures



Effectiveness of
Serving Employers

Effectiveness in Serving Employers (Three Approaches)

Each State must select two of these three approaches to report on this indicator.

- Retention with the same employer
- Repeat Business Customers
- Employer Penetration Rate

Tennessee is using **Repeat Business Customers** and the **Employer Penetration Rate**. Additionally the Governor may establish and report on a third Tennessee-specific approach for measuring effectiveness

Retention with Same Employer in the 2nd and 4th Quarters After Exit

Employer Retention Employer Retention is captured by measuring the percentage of participants who exit and are employed with the same employer in the second and fourth quarters after exit.

- Federal Employer Identification Numbers (FEIN) are used to identify employers

Retention with Same Employer in the 2nd and 4th Quarters After Exit

Number of participants with wage records who exit and were employed by the same employer during the second and fourth quarters after exit

Number of participants who were employed during the second and fourth quarters after exit

Repeat Business Customers

Repeat Business A unique count of employers who use WIOA core programs more than once. A business that uses AJC services can only be counted once per reporting period.

Repeat Business Customers

Total number of establishments served during the reporting period which have used a core program more than once in the previous three reporting periods

Number of establishments served during the current reporting period

Employer Penetration Rate

Employer Penetration Rate addresses the programs' efforts to provide quality engagement and services to all employers and sectors within a State and local economy.

Employer Penetration Rate

Total number of establishments that received a service or are continuing to receive a service or other assistance

Total number of establishments as defined by the Bureau of Labor Statistics

Quiz

Which two indicators has Tennessee chosen to determine Effectiveness in Serving Employers ?

Repeat Business Customers and Employer Penetration Rate

ANY QUESTIONS?



WIOA Regulations and Guidance

Performance regulations (*20 CFR part 677; 34 CFR part 361; and 34 CFR part 463*)

Training and Employment Guidance (TEGL 10-16 change 1)