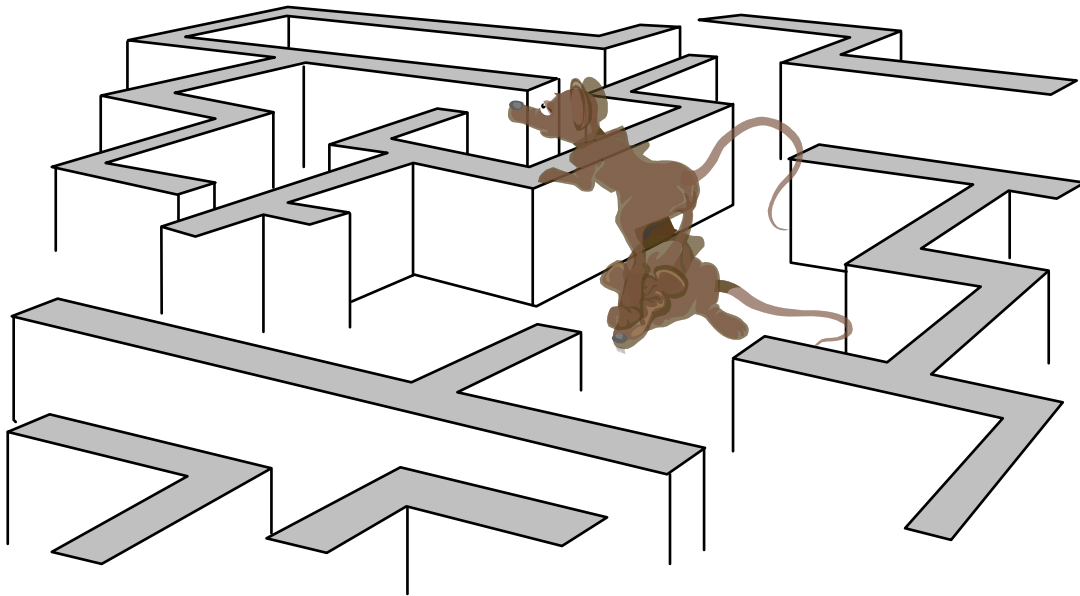


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WIA TITLE I-B ADULT PROGRAM

PERFORMANCE MEASURES

TECHNICAL ASSISTANCE GUIDE



Developed By:
State Of Wisconsin
Division of Employment & Training
Bureau of Workforce Training

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**Workforce Investment Act Title I-B
Adult Program Performance Measures
Technical Assistance Guide**

Adult (Ages 18 and Older)

The Adult Performance Measures are:

1. Entered Employment Rate;
2. Employment Retention Rate;
3. Average Earnings (effective July 1, 2006), and
4. Employment and Certificate/Credential Attainment Rate.

Negotiated Levels of Performance

The Department of Workforce Development (DWD), Division of Employment and Training (DET) plans to submit a waiver request to U.S. DOL to negotiate and report the three adult "common measures" beginning in Program Year 2008 (PY08). If the waiver is approved, we will no longer be held accountable for the Employment and Credential Attainment measure, although we will still be required to report this information to U.S. DOL.

WIA Requirement At Section 136 (B)	DOL's Goals	Performance Goals	
	PY08	PY07	PY08
Entered Employment	78%	76%	78%
Employment Retention	84%	84%	86%
Average Earnings	\$11,200	\$9,500	\$9,800
Employment & Credential Attainment*	n/a	66.3%	67.7%

*No GPRA goal set for PY08.

Definitions for All Measures

ASSET: Automated Systems Support for Employment and Training (ASSET) is Wisconsin's designated customer reporting and data collection system for WIA Title 1, WIA Title 3, Trade Adjustment Assistance (TAA), National Emergency Grants (NEG) and Special Response Grants (SRR).

Exiter: A participant who has not received a service funded by the program or funded by a partner program for 90 consecutive calendar days and is not scheduled for future services. The exit date is the date of last service.

First Quarter After Exit: This is the first full quarter after the quarter in which the participant exited from the program. For example, if a participant exits on August 1, 2005, the first quarter after exit begins on October 1, 2005.

Participant: An individual who has been determined eligible to participate in the program and has received a staff-assisted service or better funded by that program in either a physical location (e.g., a Job Center or affiliate site) or remotely through electronic technologies.

Participation Date, Date of Participation, At Participation: The date an individual receives their first staff-assisted service or better funded by the WIA Title 1 Adult Program.

Registrant: An individual who is in the process of being determined eligible for the WIA Title 1 Adult Program.

Staff-Assisted Service: Any service listed in the "Core Services Staff-Assisted" menu in ASSET.

Staff-Assisted Service or Better: Any service in the ASSET service menus other than "Core Self or Informational Services".

Point of Participation for Inclusion in Performance Measures

An individual who has been determined eligible for the WIA Title 1 Adult Program and has received a staff-assisted service or better funded by that program is a participant and will be counted in the WIA Title 1 Adult performance measures.

An individual who is either awaiting a determination of eligibility, or who has been determined to be eligible for the WIA Title 1 Adult program is a registrant. Registrants can participate in self-service or informational activities and will not be counted in the Adult performance measures.

An individual who is eligible for the WIA Title 1 Adult Program and receives only self-service or informational activities will be identified as a WIA Title 3 participant and counted in Wagner Peyser performance measures. This individual will be reported to

U.S. DOL as a "self-service only participant" under WIA Title 1. This participant will not be counted in the WIA Title 1 Adult performance measures.

Exclusions from Performance Measures

Participants who are institutionalized, deceased, reservists called to active duty, relocated to a mandated residential program (youth only) or have a health/medical or family care issue that prevents them from entering employment or continued participation in the program are excluded from all performance measures. The exclusion applies only if the condition or situation is expected to last more than 90 days. Case managers may report these outcomes as an exit reason or at any point in time during the three quarters after exit.

For example, John Jones was unemployed at participation, exits the adult program and is employed in the first quarter after exit. He is counted in the entered employment rate. During 2nd quarter follow-up, you learn that John has died and report the exclusion. He will not be counted in the employment retention measure or the average earnings measure, and he will be removed from the entered employment rate. He also would be removed from the employment and credential attainment rate if he had received training services and earned a credential.

If the condition or situation is an exit reason, report this information as follows:

1. Manage Program Exits:
 - a. Enter Exit Date.
 - b. Select the appropriate item under "Title 1 – Exit Reasons other than completion."

If the condition or situation is discovered during follow-up, report this information as follows:

2. Manage Follow Up, Follow Up Status, Entered Employment Overview:
 - a. Select the appropriate item under "Reason follow-up not possible at this time."

Note: Case managers should consider the advantages of exiting a participant who is a military reservist called to active duty. If the exclusion is claimed, the participant is taken out of the performance measures. However, an individual who is in this situation has entered employment, will likely retain the job, and if training services were provided, has probably earned a credential. There is a greater benefit to performance by counting the participant than by excluding him or her. This consideration may be applied on a case-by-case basis at the case manager's discretion according to U.S. DOL representatives. Case managers may consider placing the participant in a planned gap in service if the reservist is likely to return to the program within 360 days.

Supplemental Employment Data Sources

Unemployment Insurance (UI) Wage Records are the primary source of post-program employment data used to determine performance. DWD uses the Wage Record

Interchange System (WRIS) to check other states' UI records for earnings, as well as the Federal Employment Data Exchange System (FEDES). FEDES contains employment information from the U.S. Department of Defense, the U.S. Postal Service, and the U.S. Office of Personnel Management. DWD also contacts the Wisconsin Department of Military Affairs to verify adults who have joined the National Guard or Reserves, but have not been called to active duty.

On November 30, 2005, DWS revised WIA Policy Update 04-07 which established the criteria for reporting and documenting supplemental employment data. DWD will not apply supplemental employment data to the performance measure if the case manager is unable to obtain documentation as described in the policy update. Compliance is monitored through annual data validation activities as required by U.S. DOL. Failure to properly document supplemental employment data as required by WIA Policy Update 04-07 may result in corrective action including adjustments to performance measure results and incentive awards.

A participant whose employment is determined by supplemental employment data is:

1. Added to the Entered Employment Numerator.
2. Added to the Employment Retention Numerator and Denominator.
3. Excluded from the Average Earnings Numerator and Denominator.
4. Added to the Employment and Credential Attainment Numerator if the participant received a training service and is employed in the first quarter after exit.

The application of supplemental employment data to each performance measure is a complex process. A separate Technical Assistance Guide was published in August 2005 to provide further background on the application of supplemental employment data to performance measures.

Policy References

U.S. DOL TEGL 17-05: Common Measures Policy for the Employment and Training Administration's (ETA) Performance Accountability System and Related Performance Issues. http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2195

DWD Policy Update 05-08: Definition of Family, Family Care, and Health/Medical Conditions That Exclude Participants from Workforce Investment Act (WIA) Title 1, WIA Title 3, and Trade Adjustment Act (TAA) Performance Measures. http://dwd.wisconsin.gov/dwdwia/PDF/policy_update0508.pdf

DWD Policy Update 06-05: Supplemental Employment Data. http://dwd.wisconsin.gov/dwdwia/PDF/policy_update0605.pdf

DWD Supplemental Employment Data Technical Assistance Guide. http://dwd.wisconsin.gov/dwdwia/PDF/supplemental_data_tag.pdf

Adult Performance Measures

1. *Entered Employment Rate*

What is this Measure?

The number of adults who have entered employment by the end of the first quarter after exit divided by the number of adults who exit during the quarter.

Who is Included in this Measure?

- Individuals who were not employed at participation.

Who is Excluded from this Measure?

- Individuals who were employed at participation.
- Individuals who have a documented exclusion at exit.
- Individuals who have a documented exclusion in the first quarter after exit.

What Definitions Apply to this Measure?

Employed at Participation - Employment at participation is determined by what the participant reports, not the presence of UI wage data. An individual employed at the date of participation is one who:

- Did any work at all as a paid employee on the date participation occurs;
- Did any work at all in his or her own business, profession or farm;
- Worked 15 hours or more as an unpaid worker in an enterprise operated by a member of the family; or
- Was not working, but has a job or business from which he or she was temporarily absent because of illness, bad weather, vacation, labor-management dispute, or personal reasons, regardless of whether paid by the employer for time off, and regardless of whether seeking another job.

Not Employed at Participation - An individual who is not employed at participation is one who:

- Does not meet the definition of employed at participation ;
- Has received a notice of termination of employment or the employer has issued a Worker Adjustment and Retraining Notification (WARN) or other notice that the facility or enterprise will close; or
- Is a transitioning service member.

Employed in Quarter After Exit Quarter - The individual is employed if UI wage records for the first quarter after exit show earnings greater than zero. If supplemental employment data is used, the individual is employed if the Supplemental Data Verification field in ASSET indicates that data was verified by a check/cancelled check, employer record or income statement. Employment in the first quarter after exit does not have to be with the same employer as at exit.

When is this Measured?

This is an EXIT measure. It is measured in the first quarter after exit. For example, if a participant exits any time from July 1 – September 30, the first quarter after exit is October 1 – December 31.

Critical ASSET Fields:

1. Manage Programs:
 - a. General Program Summary.
 - b. Report the appropriate Employment Status from the dropdown menu.
2. Manage Programs:
 - a. Complete Title 1 Adult tab.
3. Manage Services
 - a. Report a staff-assisted service or better with an actual start date.
 - b. Report WIA Title 1 Adult fund source.
4. Manage Program Exits:
 - a. Enter Exit date.
 - b. Enter Title 1 exit reason, if applicable.
5. Manage Follow Up, Follow Up Status, Entered Employment Overview tab:
 - a. Report an exclusion, if applicable.

If employment is determined as a result of supplemental employment data, the following information must be reported:

1. Manage Follow Ups, Follow Up Status, First Quarter tab:
 - a. For Supplemental Federal Reporting:
 - Entry of wages is not required, but may be locally useful.
 - Check the radio button for the type of employment that most closely matches your data source.
 - Select the method used to verify supplemental employment data. If verification method is blank, "Not Employed in Quarter" or "Not Verified", the supplemental data will not be used in the performance measure.

Example:

The Find-A-Job WDB has 97 individuals in the adult program.

Criteria:	Calculation:
Exit in the Program Year: 90	
Employed at Participation: 15	$90 - 15 = 75$
Not Employed at Participation: 75	
Employed in Q1 after Exit: 52	52 (numerator)
Exclusion Reported: 5	$75 - 5 = 70$ (denominator)
Entered Employment Rate:	$\frac{52}{70} = 74.29\%$

2. *Employment Retention Rate*

What is this Measure?

The number of adults who are employed in the second and third quarters after exit divided by the number of adults who exit during the quarter.

Who is Included in this Measure?

- Individuals who exit the WIA adult program, **and** are employed in the first quarter after exit. This includes adults who were employed at participation.
- Individuals whose employment in the first quarter after exit was determined by the presence of supplemental employment data, **and** who are employed in both the second and third quarters after exit.

Who is Excluded from this Measure?

- Individuals who are not employed in the first quarter after exit.
- Individuals who have a documented exclusion at exit.
- Individuals who have a documented exclusion in the first, second or third quarter after exit.

What Definitions Apply to this Measure?

Employed in the Second and Third Quarters After Exit - The individual is employed if UI wage records for the second and third quarters after exit show earnings greater than zero. If supplemental employment data is used, the individual is employed if the Supplemental Data Verification fields in ASSET indicate that data in each quarter was verified by a check/cancelled check, employer record or income statement. Employment in the second and third quarters does not have to be with the same employer, but employment in both quarters must be verified.

When is this Measured?

This is an EXIT measure. It is measured in the third quarter after exit. For example, if the participant exits any time from July 1 – September 30, the third quarter after exit will be April 1 – June 30 of the following year.

Critical ASSET Fields:

1. Manage Programs:
 - a. Complete Title 1 Adult tab.
2. Manage Services:
 - a. Report a staff-assisted service or better with an actual start date.
 - b. Report WIA Title 1 Adult fund source.

3. Manage Program Exits:
 - a. Enter Exit date.
 - b. Enter Title 1 exit reason, if applicable.
4. Manage Follow Up, Follow Up Status, Entered Employment Overview tab:
 - a. Report an exclusion, if applicable.

If employment is determined as a result of supplemental employment data:

1. For Supplemental Federal Reporting:
 - a. Entry of wages is not required, but may be locally useful.
 - b. Check the radio button for the type of employment that most closely matches your data source.
 - c. Select the method used to verify supplemental employment data. If verification method is blank, "Not Employed in Quarter" or "Not Verified", the supplemental data will not be used in the performance measure.

Example:

The I-Gotta-Job WDB has 150 adults who were employed in the first quarter after exit.

Criteria:		Calculation:
Employed in Q1:	150	
Retained in Q2:	140	
Retained in Q3:	110	110 (numerator)
Exclusions in Q2:	0	
Exclusions in Q3:	6	150 - 6 = 144 (denominator)
Employment Retention Rate		$\frac{110}{144} = 76.39\%$

3. Average Earnings

What is this Measure?

The total post-program earnings (earnings in quarter 2 + quarter 3 after exit) divided by the number of adults who exit during the quarter.

Who is Included in this Measure?

- Adults who are employed in the first quarter after exit, **and** Are employed in the second **and** third quarters after exit.

Who is Excluded from this Measure?

- Adults who are not employed in the first quarter after exit.
- Adults who have a documented exclusion at exit.
- Adults who have a documented exclusion in the first, second or third quarter after exit.
- Adults whose employment was determined by the presence of supplemental employment data in the first, second, and/or third quarters after exit.

What Definitions Apply to this Measure?

- *Post-program Earnings* – The total earnings from all employment for the second and third quarters after the exit quarter.

When is this Measured?

This is an EXIT measure. It is measured in the third quarter after exit.

Critical ASSET Fields:

1. Manage Programs:
 - a. Complete Title 1 Adult tab.
2. Manage Services
 - a. Report a staff-assisted service or better with an actual start date.
 - b. Report WIA Title 1 Adult fund source.
3. Manage Program Exits:
 - a. Enter Exit date.
 - b. Enter Title 1 exit reason, if applicable.
4. Manage Follow Up, Follow Up Status, Entered Employment Overview tab:
 - a. Report an exclusion, if applicable.

If 2nd and/or 3rd quarter employment is determined as a result of supplemental employment data:

1. Manage Follow Ups, Follow Up Status, Second and Third Quarter tabs:
2. For Supplemental Federal Reporting:
 - a. Entry of wages is not required, but may be locally useful.
 - b. Check the radio button for the type of employment that most closely matches your data source.
 - c. Select the method used to verify supplemental employment data. If verification method is blank, "Not Employed in Quarter" or "Not Verified", the supplemental data will not be used in the performance measure.

Example:

The Made-More-Money WDB has 243 individuals who retained employment in the second and third quarter after exit.

Criteria:	Calculation:
Employed in Q1: 300	
Employed in Q2: 255	
Employed in Q3: 243	
Exclusions in Q2 and/or Q3: 1	$243 - 1 = 242$ (denominator)
Q2 Post-Program Earnings: \$300,141	
Q3 Post-Program Earnings: \$280,121	$\$300,141 + \$280,121 = \$580,262$ (numerator)
Average Earnings:	$\frac{\$580,262}{242} = \$2,397.77$

4. Employment and Certificate/Credential Attainment Rate

What is this Measure?

The number of adults who received a training service, were employed in the first quarter after exit and received a certificate/credential by the end of the third quarter after exit divided by the number of adults who exit during the quarter.

Note: WIA Policy Update 06-07 describes the DWS policy regarding training services, the definition of a certificate/credential and changing reporting requirements in ASSET. If DWD's waiver request is approved for PY08, WDBs will still be required to report this information, but will not be held accountable to a negotiated goal.

Individuals who receive training services and are served exclusively by TAA or National Emergency Grants (i.e., are not co-enrolled in the Adult program) are not included in this measure. If the participant is enrolled in any or multiple WIA Title 1 program areas and receives a training service funded by WIA Title 1 or any partner program, the participant will be counted in this measure, regardless of which fund source paid for the service. This includes all training services that were provided prior to the WIA Title 1 participation date.

Who is Included in this Measure?

- Adults who received training services and are employed in the first quarter after exit.
- Adults who received training services and are not employed in the first quarter after exit.
- Adults who earned a certificate/credential.
- Adults who did not earn a certificate/credential, but received a training service.
- Adults who received training services and whose employment was determined by the presence of supplemental employment data.

Who is Excluded from this Measure?

- Adults who did not receive training services.
- Adults who were not employed in the first quarter after exit, and did not receive training services.
- Adults who have a documented exclusion at exit.
- Adults who received training services and have a documented exclusion in the first, second or third quarter after exit.

What Definitions Apply to this Measure?

Certificate/Credential: A document awarded in recognition of an individual's attainment of measurable technical or occupational skills necessary to gain employment or advance within an occupation. For more details on certificate requirements, please visit http://dwd.wisconsin.gov/dwdwia/PDF/policy_update0607.pdf

When is this measured?

This is an EXIT measure that has two components. In the first quarter after exit, entry into employment is determined. In the third quarter after exit, certificate/credential attainment is measured. For example, if the participant exits any time from July 1 – September 30, the first quarter after exit is October 1 – December 31. The third quarter after exit is April 1 – June 30 of the following year.

Critical ASSET Fields:

1. Manage Programs:
 - a. Complete Title 1 Adult tab.
2. Manage Services:
 - a. Report at least one staff assisted service or better.
 - b. Report WIA Title 1 Adult fund source.
3. Manage Services:
 - a. Report a training service.
 - b. Report Actual Service Open Date.
4. Manage Program Exits:
 - a. Report Exit Date.
 - b. Report Title 1 exit reason, if applicable.
5. Manage Follow Ups, Follow Up Credential:
 - a. Select type of certificate/credential attained.
 - b. Enter date certificate/credential was attained.
6. Manage Follow Ups; Employment Overview tab:
 - a. Report exclusion if it occurred in the first, second or third quarter after exit.

Note: ASSET is used by a number of programs besides WIA Title 1 for participant reporting. Certificates/credentials should always be reported, whether or not they will affect the WIA Title 1 performance measures. Only one certificate/credential per participant is counted in this measure, but you should report all credentials that are attained.

If first quarter employment is determined as a result of supplemental employment data:

1. For Supplemental Federal Reporting:
 - a. Entry of wages is not required, but may be locally useful.
 - b. Check the radio button for the type of employment that most closely matches your data source.
 - c. Select the method used to verify supplemental employment data. If verification method is blank, "Not Employed in Quarter" or "Not Verified", the supplemental data will not be used in the performance measure.

Example:

The Got-A-Sheepskin WDB has 150 individuals who received training services.

Criteria:	Calculation:
Received a Training Service:	150 (denominator)
Employed in Q1:	100
Employed <u>and</u> Earned a Certificate/Credential by Q3:	98 (numerator)
Exclusions reported:	0
Employment and Credential Attainment Rate:	$\frac{98}{150} = 65.33\%$