

introverts preparing to say  
"here" during attendance



# Let's take attendance!

In the chat box please share the most  
memorable performance you've ever  
attended (could be a play, concert,  
child's recital, etc.)

# Why the Hoops?

Measuring WIOA Performance



# What is Performance and Why Does it Matter?

- ▶ Per TEGL10-16, performance reporting is required “to assess the effectiveness of States and local areas in achieving positive outcomes for individuals served by the workforce development system’s six core programs (Adult, DW, Youth, Adult Education & Family Literacy, Employment Service, and Vocational Rehab).”
- ▶ There are six primary indicators of performance, not every one is applicable to every program or participant
- ▶ Performance matters because it is the mandated measuring stick for our programs. If we’re not meeting or exceeding the standards of each measure, then we need to re-evaluate how we are delivering services. In the event we do not meet the standards, we may be sanctioned and be in danger of losing funding.
- ▶ Bottom line: Performance is how we’re graded on how well we’re able to help our customers gain self-sufficiency

# What are the Performance Indicators?

1. Employment Rate—2<sup>nd</sup> Quarter After Exit
2. Employment Rate—4<sup>th</sup> Quarter After Exit
3. Median Earnings—2<sup>nd</sup> Quarter After Exit
4. Credential Attainment
5. Measurable Skill Gains
6. Effectiveness in Serving Employers



# Indicators 1 & 2: Employment Rate 2<sup>nd</sup> & 4<sup>th</sup> Quarters after Exit

- ▶ **For Adult, DW, and Employment Services:** Measures the percentage of program participants who are in unsubsidized employment during the 2<sup>nd</sup> and/or 4<sup>th</sup> quarters after exit from the program
  - ▶ Look at UI wage records, Federal or military employment records, or supplemental wage information (paystub, employer statement of earnings, etc.)
  - ▶ Calculated by taking the number of participants who exited during the program year who are found to be employed in the 2<sup>nd</sup> (and/or 4<sup>th</sup>) quarter after exit DIVIDED by the total number of participants who exited during the program year.
- ▶ **For Youth:** Measures the percentage of program participants who are in education or training activities, or in unsubsidized employment, during the 2<sup>nd</sup> (and/or 4<sup>th</sup>) quarter after exit from the program.
  - ▶ Customer must be attending secondary education, postsecondary education, or occupational skills training (including advanced training) OR have UI wage records, Federal or military employment records, or supplemental wage information (paystub, employer statement of earnings, etc.)
  - ▶ Calculated by taking the number of participants who exited during the program year who are found to be employed or enrolled in education or training in the 2<sup>nd</sup> (and/or 4<sup>th</sup>) quarter after exit DIVIDED by the total number of program participants who exited the program during the program year.

# of ppl employed in  
2<sup>nd</sup>/4<sup>th</sup> quarter after  
exit

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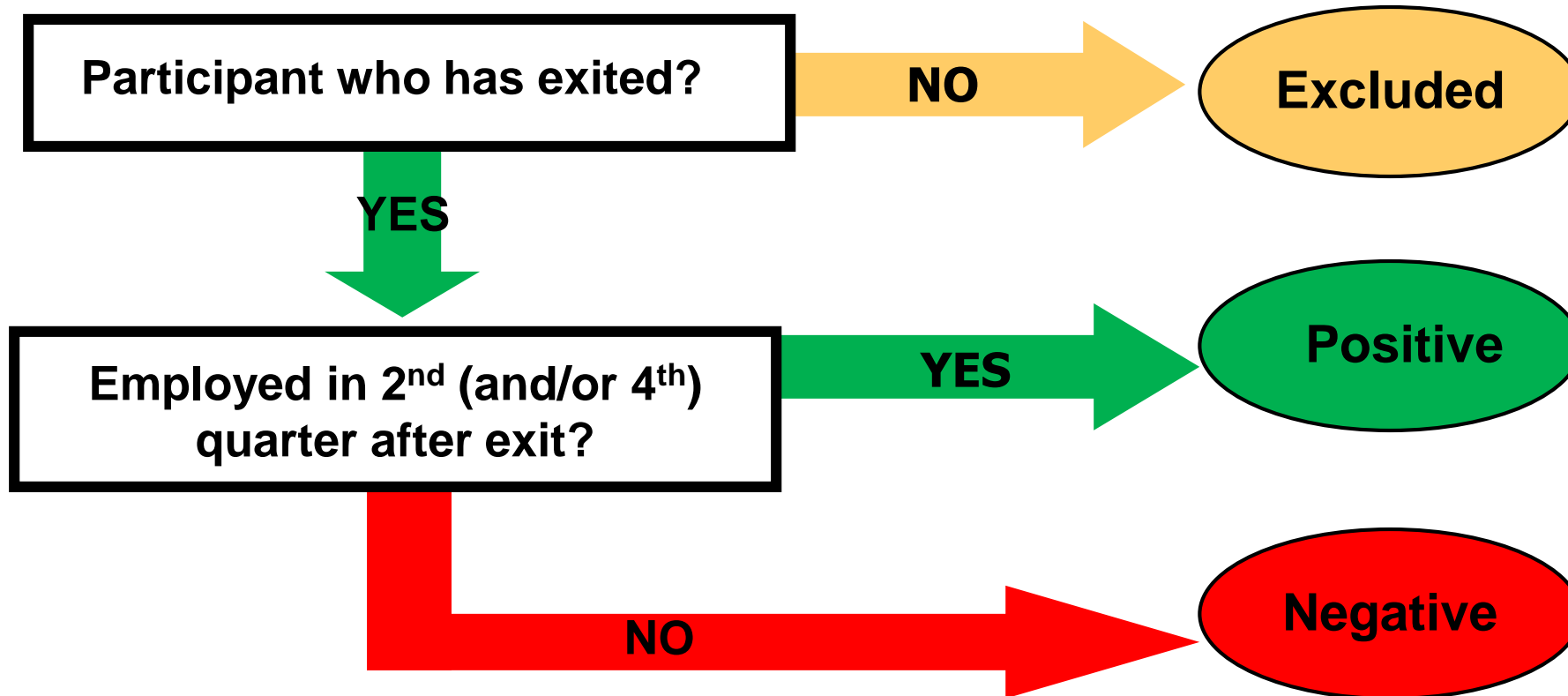
Total # of ppl exited  
during program year

# of ppl in school,  
training, or employed in  
2<sup>nd</sup>/4<sup>th</sup> quarter after exit

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Total # of ppl exited  
during program year

# Employment Rate 2<sup>nd</sup> & 4<sup>th</sup> Quarter After Exit



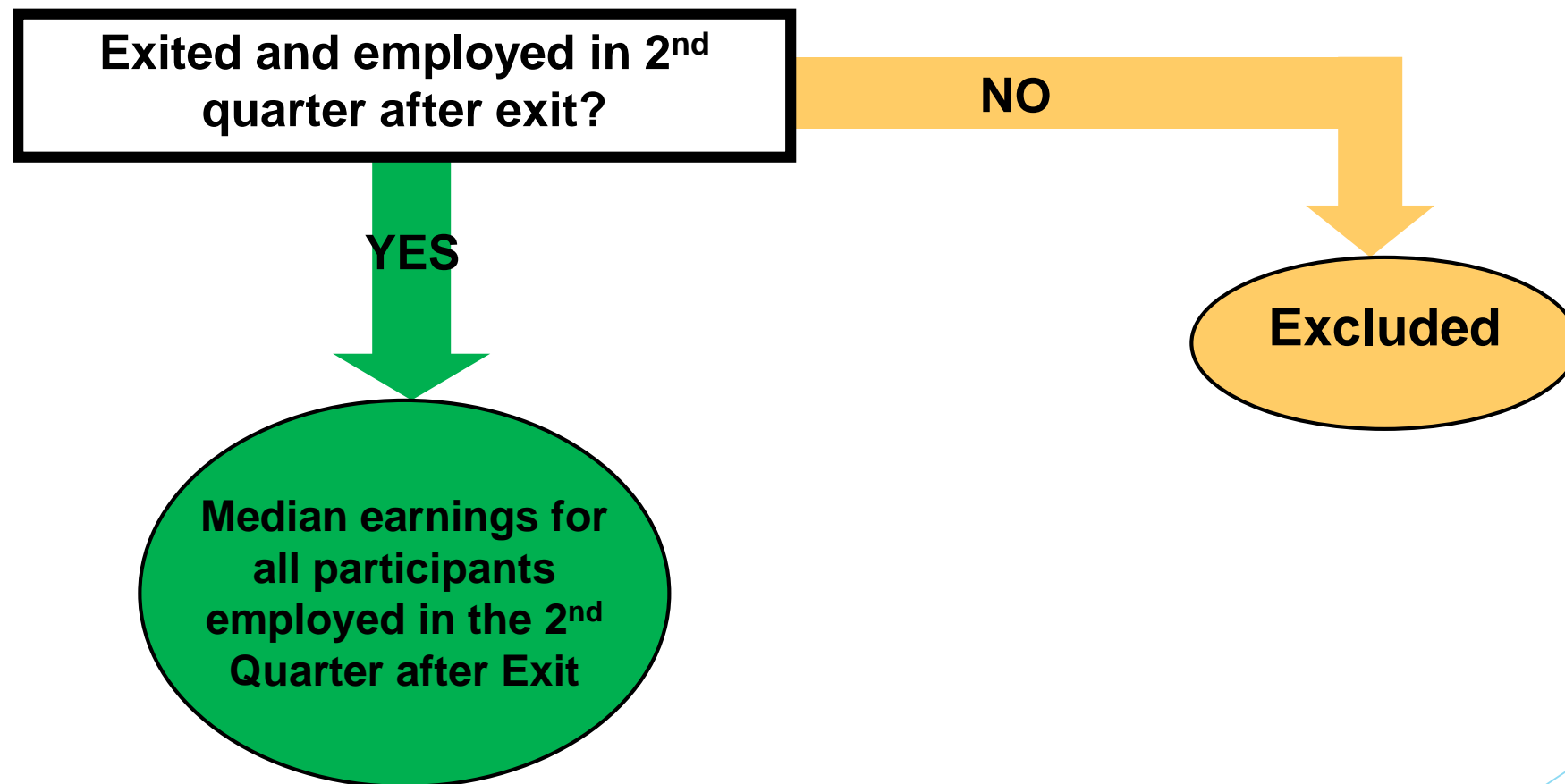
Youth are positive if employed, in secondary education, post-secondary education, or occupational skills training in 2<sup>nd</sup> quarter after exit

# Indicator 3: Median Earnings—2<sup>nd</sup> Quarter after Exit

- ▶ Calculates the median earnings of program participants who are in unsubsidized employment during the 2<sup>nd</sup> quarter after exit from the program, as established through direct UI wage records, Federal or military employment records, or supplemental wage information.
  - ▶ Hourly, weekly, bi-weekly, monthly, and annual wages must be converted into quarterly wages using a Wage Conversion Chart provided by DOL (found in TEG 10-16 Attachment 3)
  - ▶ Calculation: total quarterly earnings for each participant are listed in order, from the lowest to the highest value. The value in the middle (with the same quantity of numbers above and below) of the list is the median earnings value.
    - ▶ If there is an even number of values, the median value is the sum of the two middle values divided by 2.
      - ▶ 7.25, 10.25, **11**, **13**, 14.75, 15 ( $11+13=24$   $24/2=12$  thus 12 is the median earning of this series)



# Median Earnings





# Indicator 4: Credential Attainment

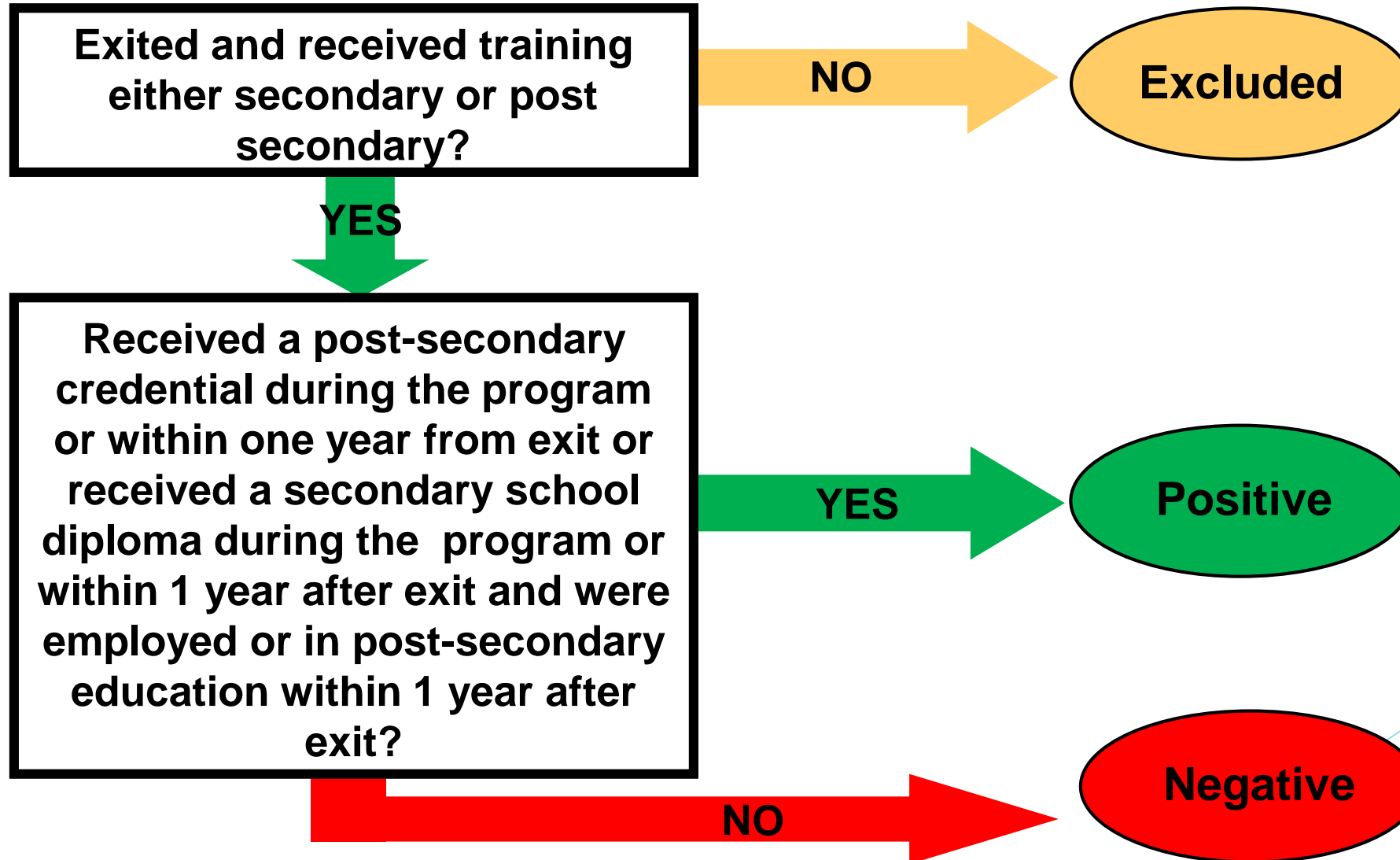
- ▶ Measures the percentage of participants enrolled in an education or training program (excluding those in OJT and customized training) who attained a recognized **postsecondary credential** or a **secondary school diploma**, or its recognized equivalent, during participation in or within one year after exit from the program.
  - ▶ Secondary school diploma (or its equivalent) only counts if the participant is also employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit.
  - ▶ **Recognized Postsecondary Credential** consists of an industry-recognized certificate or certification, a certificate of completion of an apprenticeship, a license recognized by the state or federal government, or an associate or baccalaureate degree.
    - ▶ Graduate degrees, certificates awarded by workforce development boards, and work readiness certificates (WorkKeys) are not included in this indicator
- ▶ Calculated by taking the number of participants who exited during the program year who obtained a postsecondary credential during or within one year after exit OR those who obtained a secondary diploma or its equivalent during or within 1 year of exit and were employed or in an education or training program leading to a postsecondary credential within one year after exit DIVIDED by the total number of participants enrolled in an education or training program who exited during the program year.

# of ppl earning post secondary credential OR secondary diploma while employed or in school or training during or within 1 year after exit

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Total # of ppl enrolled in school or training who exited during program year

# Credential Attainment



# Indicator 5: Measurable Skill Gains

- ▶ Measures the percentage 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 documented academic, technical, occupational, or other forms of progress, towards such a credential or employment
  - ▶ Documented progress is defined as one of the following:
    - ▶ Documented achievement of at least 1 educational functioning level of a participant who is receiving instruction below postsecondary education level
      - ▶ Documentation may include: an educational functioning pre- and post- test, Adult High School program credits, enrollment in postsecondary education after exiting with BSD or entering postsecondary education after exiting ABE
    - ▶ Documented attainment of a secondary school diploma or its recognized equivalent
      - ▶ Must pass all parts of a State-recognized high school equivalency test or obtain a diploma or State-recognized high school equivalent documenting satisfactory completion of secondary studies or an alternate diploma



# Documented Progress on Measurable Skill Gains (continued)

- ▶ Secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows the State's academic standards are being met
  - ▶ For Secondary: documentation can be a transcript or report card for one semester showing achievement of the State's academic standards
  - ▶ For Postsecondary: documentation can be a transcript demonstrating a sufficient number of credit hours (at least 12 hours/semester for full time or a total of at least 12 credit hours over the course of two completed consecutive semesters during a 12 month period for part time) with at least a 2.0 GPA
- ▶ Satisfactory or better progress report, towards established milestones, such as completion of OJT or of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training
  - ▶ Documentation varies, but progress reports must document substantive skill development. Progress reports may include training reports on milestones completed, or steps to complete an OJT or apprenticeship program. Pay increases resulting from newly acquired skills or increased performance can also be used.
- ▶ 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
  - ▶ Documentation may include: passage of a component exam in an RA program, employer-required knowledge-based exam, satisfactory attainment of an element on an industry or occupational competency-based assessment, or other completion test necessary to obtain a credential

# Calculating Measurable Skill Gains

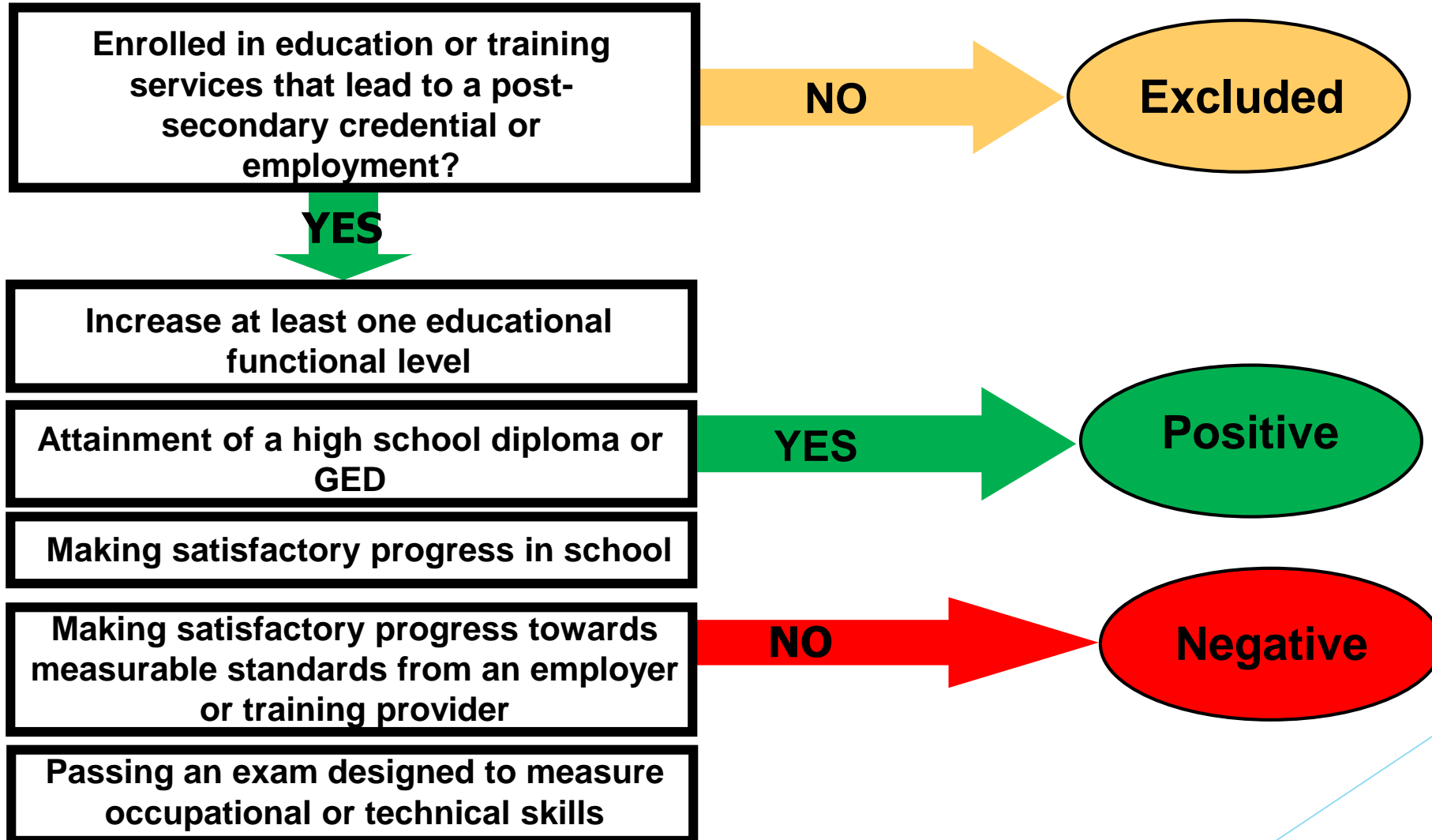
- ▶ MSG is calculated by taking the number of participants in an education or training program that leads to a recognized postsecondary credential or employment and are achieving measurable skill gains based on attainment of at least one type of gain DIVIDED by the number of participants who are in an education or training program that leads to a recognized postsecondary credential or employment
  - ▶ Only one gain per participant in a program year may be used to calculate success on the MSG indicator
  - ▶ The most recent gain is the skill gain type that should be recorded
  - ▶ A participant who exits the program and re-enrolls in the program during the same program year and is in an education or training program will be in the indicator twice for that program year

# of ppl who are enrolled in education or training & achieved at least one type of gain

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# of ppl who are/were in an education or training program that leads to postsecondary credential or employment during the program year

# Measurable Skills Gains



# Indicator 6: Effectiveness in Serving Employers

- ▶ Still in “Pilot Program” status; reported annually (program year)
- ▶ Three options for measuring performance; states select two
  - ▶ Retention with the Same Employer
  - ▶ Repeat Business Customers
  - ▶ Employer Penetration Rate
- ▶ We track Retention with the Same Employer & Repeat Business Customers
  - ▶ Retention with Same Employer measures the percentage of participants who exit and were employed by the same employer in the 2<sup>nd</sup> & 4<sup>th</sup> quarters after exit
  - ▶ Repeat Business Customers measures the percentage of employers who have used WIOA core program services more than once during the last three program years
    - ▶ WIOA Core Program Services in this case included: Employer Information & Support Services, Workforce Recruitment Assistance, Engaged in Strategic Planning/Economic Development, Accessing Untapped Labor Pools, Training Services, Incumbent Worker Training Services, Rapid Response/Business Downsizing Assistance, and Planning Layoff Response

# of ppl with wage records who exit during the program year & were employed with the same employer during 2<sup>nd</sup> & 4<sup>th</sup> quarter after exit

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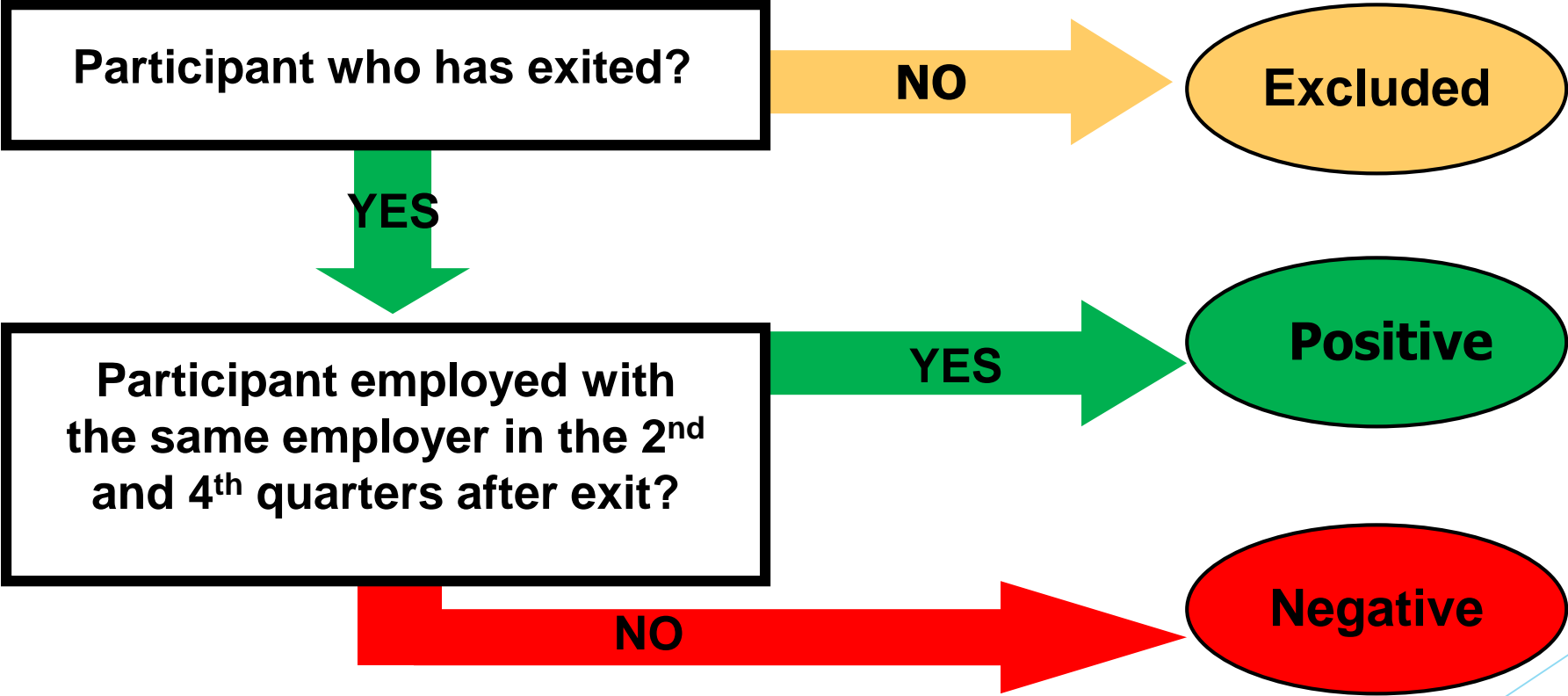
# of ppl with wage records who exit & were employed during the 2<sup>nd</sup> quarter after exit

Total # of businesses using services during the program year that have also utilized services at least once in the previous 3 program years

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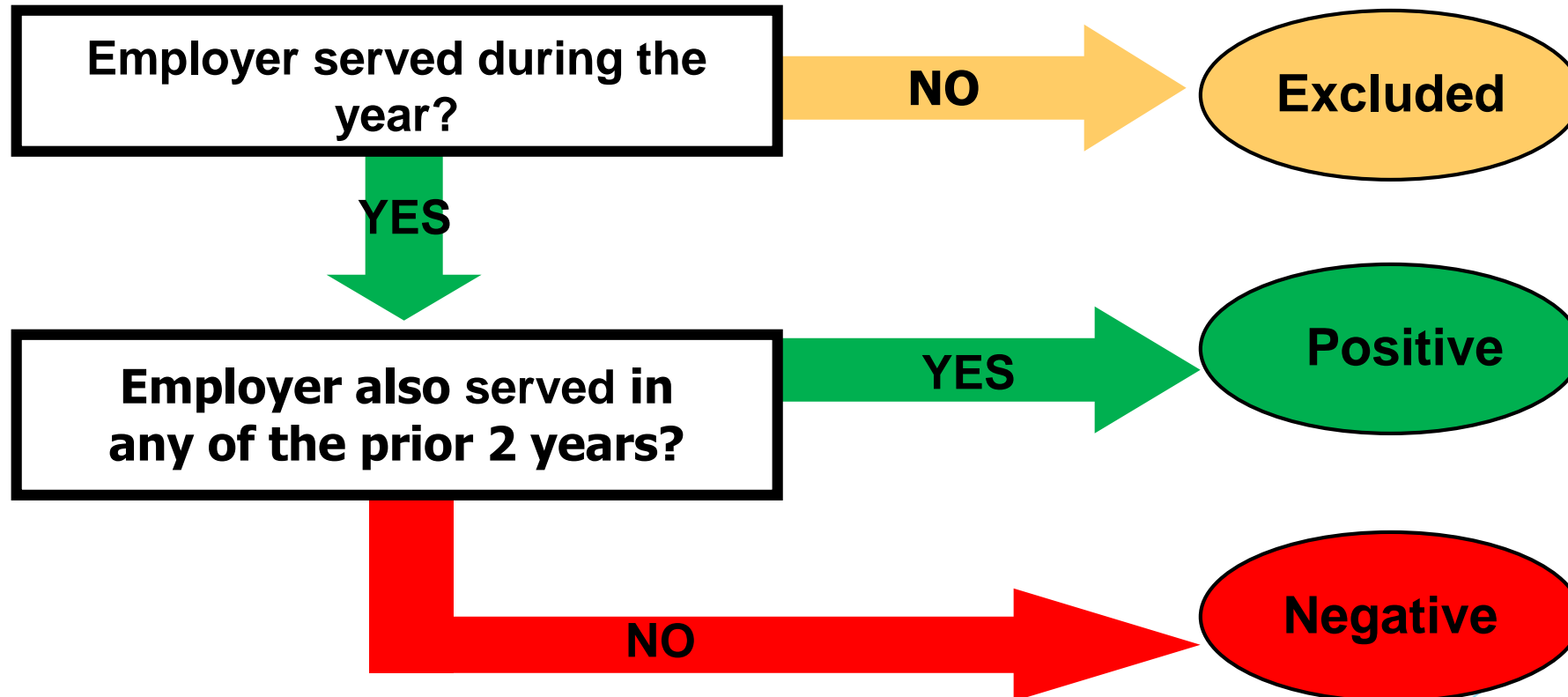
Total # of establishments serviced during the current program year

# Effectiveness in Serving Employers: Retention



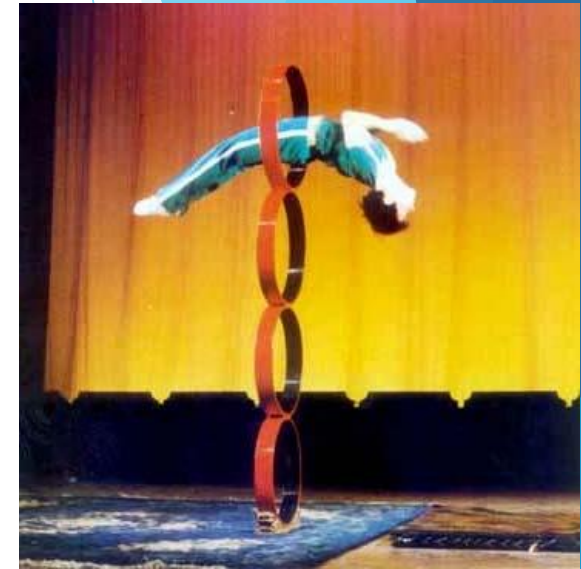


# Effectiveness in Service Employers: Repeat Business Customers



# Who Gets Put into the Indicators?

- ▶ **Reportable Individuals:** people who use only self-services, information-only services, or those that don't meet eligibility for participation
  - ▶ NOT included in performance outcomes, but still need to be tracked because the DOL and/or the State can require information about reportable individuals
- ▶ **Participant:**
  - ▶ **For Adult & DW:** a person who has received services beyond self-service and information-only services after satisfying all applicable programmatic requirements (eligibility)
    - ▶ Any training service or individualized career service makes a reportable individual a participant. For BCS, a reportable individual becomes a participant when they receive a service that is neither self-service nor information-only
  - ▶ **For Youth:** a person who has satisfied all applicable programmatic requirements for provision of services including eligibility, objective assessment, development of an individual service strategy, and received one or more of the 14 Youth Elements



# Services that Trigger Inclusion

Adult/DW/ES Service Type (WIOA Sec. 134 (c))	Does this service trigger inclusion as a participant?
Eligibility Determination	No
Outreach, Intake, Orientation	No
Initial assessment of skill levels & supportive service needs	Yes
Job search assistance (Self-directed)	No
Job search assistance (Staff-assisted)	Yes
Placement assistance (includes "Referred to Employment") (Staff-assisted)	Yes
Career Counseling (includes "Staff-assisted career guidance")	Yes
Providing info on in-demand sectors, occupations, or nontraditional employment	No
Provision of referrals and associated coordination of activities with other programs and services	No
Provision of workforce and labor market employment statistics information	No

Adult/DW/ES Service Type (WIOA Sec. 134 (c))	Does this service trigger inclusion as a participant?
Provision of info on job vacancies	No
Provision of info on job skills necessary to fill vacancies	No
Provision of info on local demand occupations, with earnings, skill requirements, and opportunities for advancement for those jobs	No
Provision of performance and program cost info for providers of education and training	No
Provision of info on local performance	No
Provision of info on availability of supportive services or assistance	No
Referral to supportive services	No
Provision of information and meaningful assistance filing for UI	Yes
Assistance establishing eligibility for financial aid	Yes
Comprehensive and specialized assessments	Yes
Development of IEP	Yes
Group Counseling	Yes
Individual Counseling	Yes
Career Planning	Yes
Short-term prevocational services	Yes

Adult/DW/ES Service Type (WIOA Sec. 134 (c))	Does this service trigger inclusion as a participant?
Internships and work experiences (including transitional jobs)	Yes
Workforce preparation activities	Yes
Financial literacy services	Yes
Out-of-area job search assistance and relocation assistance	Yes
English-language acquisition and integrated education and training programs	Yes
Follow up services	n/a (must be a participant first to receive)
Training services under Sec. 134(c)(3)(D) with exception of Sec. 134(c)(3)(D)(iii) (incumbent worker training)	Yes
Incumbent Worker Training	No

# Exceptions to Inclusion in Performance Indicators

- ▶ Participants may be excluded from the Performance Indicators for any of the following reasons within one year after program exit if adequate documentation is provided:
  - ▶ Adult/DW
    - ▶ They have become incarcerated or have become a resident of an institution or facility providing 24-hour support (hospital or treatment center) while receiving services as a participant or within 1 year after program exit. Incarceration or institutionalization must last or be expected to last 90 or more days
    - ▶ Exits the program because of medical treatment that is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation
    - ▶ Participant is deceased
    - ▶ Exits the program because their reserve or National Guard unit is called to active duty that will last for at least 90 days
    - ▶ Participant was determined eligible, but is later determined ineligible for program participation
  - ▶ Youth
    - ▶ All of the above (except the last one)
    - ▶ Participant is in the foster care system and exits the program because they move from the Local Area as part of the system

# What are Our Performance Goals? PY2020 & PY 2021

1. Employment Rate—2<sup>nd</sup> Quarter After Exit
  - Adult: 76.0%
  - DW: 82.5%
  - Youth: 72.5%
2. Employment Rate—4<sup>th</sup> Quarter After Exit
  - Adult: 74.0%
  - DW: 79.0%
  - Youth: 69.1%
3. Median Earnings—2<sup>nd</sup> Quarter After Exit
  - Adult: \$5751.00
  - DW: \$9100.00
  - Youth: \$4145.00
4. Credential Attainment
  - Adult: 74.6%
  - DW: 78.6%
  - Youth: 59.0%
5. Measurable Skills Gains
  - Adult: 53.2%
  - DW: 69.3%
  - Youth: 57.6%
6. Effectiveness in Serving Employers
  - Retention: No goals or sanctions at this time
  - Repetition: No goals or sanctions at this time

# How was our Performance for PY19?

Adult	Goal	PY19 1st Qtr July 19 - Sept 19		PY19 2nd Qtr Oct 19 - Dec 19		PY19 3rd Qtr Jan 20 - Mar 20		PY19 4th Qtr Apr 20 - June 20		PY19 Annual Report July 19 - June 20		PY19 State / Annual Report July 19 - June 20	
	Sanction												
Employment Rate <i>(2nd Qtr. after Exit)</i>	78.7%		230		247		180		129		783		2031
	70.83%	75.41	305	76.00	325	70.31	256	69.53	186	73.31	1068	75.47	2691
Employment Rate <i>(4th Qtr. after Exit)</i>	76.6%		213		290		219		225		951		2204
	68.94%	69.84	305	72.86	398	72.04	304	69.88	322	71.29	1334	74.59	2955
Earnings <i>(Median Earnings 2nd Qtr. after Exit)</i>	\$6,225.00												
	\$5,602.50	\$5,742.59	N/A	\$5,443.56	N/A	\$5,279.75	N/A	5791.16	N/A	\$5,576.00	N/A	\$6,231.88	N/A
Credential Attainment <i>(Within 4 Qtrs. after Exit)</i>	67.4%		1		6		3		9		19		383
	60.66%	25.00	4	66.67	9	75.00	4	81.82	11	79.17	24	71.86	533
Measurable Skills Gain <i>(Real Time Measure)</i>	N/A		1		8		4		13		41		517
	N/A	2.86	35	27.59	29	12.50	32	35.14	37	59.42	69	67.23	769
<b>Dislocated Workers</b>													
Employment Rate <i>(2nd Qtr. after Exit)</i>	81.7%		23		26		15		14		78		239
	73.53%	88.46	26	86.67	30	78.95	19	93.33	15	86.67	90	86.91	275
Employment Rate <i>(4th Qtr. after Exit)</i>	80.2%		25		19		21		27		90		243
	72.18%	71.43	35	86.36	22	84.00	25	87.10	31	81.80	111	82.94	293
Earnings <i>(Median Earnings 2nd Qtr. after Exit)</i>	\$8,084.00												
	\$7,275.60	\$9,527.95	N/A	\$9,221.63	N/A	\$11,414.19	N/A	8432.16	N/A	\$9,539.40	N/A	\$9,790.58	N/A
Credential Attainment <i>(Within 4 Qtrs. after Exit)</i>	69.0%		3		4		3		6		16		107
	62.10%	75.00	4	57.14	7	75.00	4	75.00	8	69.57	23	86.99	123
Measurable Skills Gain <i>(Real Time Measure)</i>	N/A		2		0		1		2		11		84
	N/A	11.76	17	0.00	11	25.00	4	66.67	3	68.75	16	70.59	119
<b>Youth</b>													
Education and Employment Rate <i>(2nd Qtr. after Exit)</i>	72.6%		15		8		7		4		39		330
	65.34%	78.95	19	57.14	14	77.78	9	100.00	4	78.00	50	76.39	432
Education and Employment Rate <i>(4th Qtr. after Exit)</i>	67.4%		11		19		9		13		53		345
	60.66%	55.00	20	76.00	25	47.37	19	81.25	16	66.25	80	75.99	454
Earnings <i>(Median Earnings 2nd Qtr. after Exit)</i>	N/A												
	N/A	\$3,009.76	N/A	\$2,647.66	N/A	\$4,843.40	N/A	3357.19	N/A	\$3,789.47	N/A	\$3,444.74	N/A
Credential Attainment <i>(Within 4 Qtrs. after Exit)</i>	63.3%		4		9		10		9		32		181
	56.97%	26.67	15	40.91	22	62.50	16	69.23	13	49.23	65	63.51	285
Measurable Skills Gain <i>(Real Time Measure)</i>	N/A		0		0		0		2		14		145
	N/A	0.00	29	0.00	28	0.00	11	20.00	10	50.00	28	54.92	264

# WIOA Effectiveness in Serving Employers

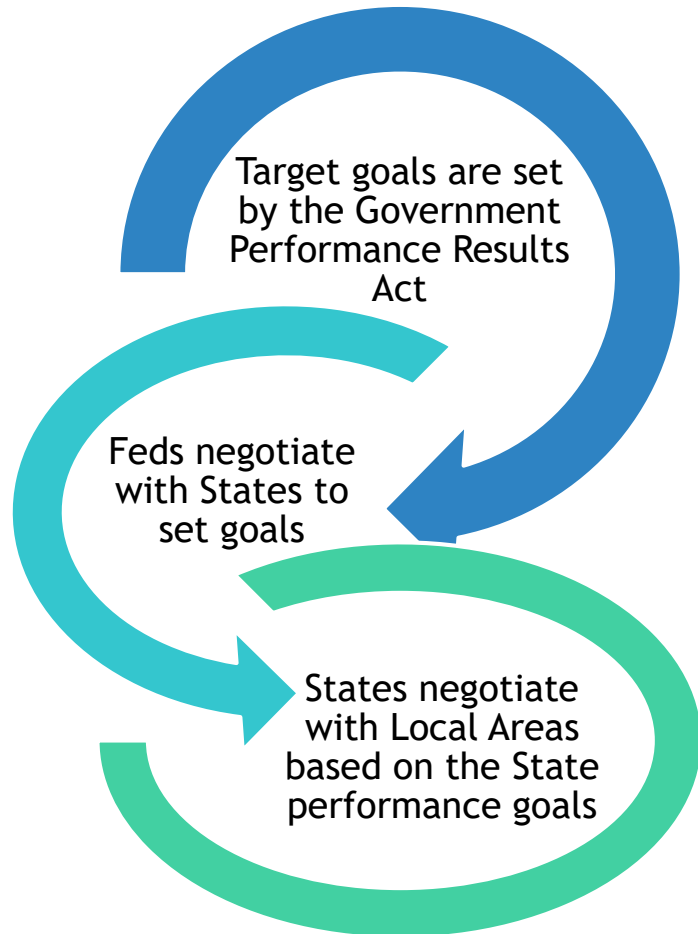
	Goal	PY19 Annual Report / LAIV July 19 - June 20		PY19 Annual Report / State July 19 - June 20		*Reporting Period
	Sanction					
*No Goals / Sanctions set at this time*						
Retention - Adult (2nd & 4th Qtrs. After Exit)	N/A		646		1475	Annual= 01/01/18 to 12/31/18
	N/A	65.19%	991	64.92%	2272	
Retention - Dislocated Worker (2nd & 4th Qtrs. After Exit)	N/A		82		203	Annual= 01/01/18 to 12/31/18
	N/A	83.67%	98	80.24%	253	
Retention - Youth (2nd & 4th Qtrs. After Exit)	N/A		24		181	Annual= 01/01/18 to 12/31/18
	N/A	44.44%	54	54.68%	331	
Retention - Wagner Peyser (2nd & 4th Qtrs. After Exit)	N/A		4949		11263	Annual= 01/01/18 to 12/31/18
	N/A	67.67%	7313	65.03%	17321	
	Goal	PY19 State / Annual Report July 19 - June 20		PY19 State / Annual Report July 19 - June 20		*Reporting Period
	Sanction					
Employer Penetration Rate (% of Employers using WIOA Core Services)	N/A		5486			Annual= 07/01/18 to 06/30/19
	N/A	6.18%	88723			
Repeat Business Customers Rate (% of Employers that used WIOA Core Serv. more than once in the last 3 years)	N/A		3598			Annual= 07/01/18 to 06/30/19
	N/A	41.17%	8739			

# Performance throughout PY2019

Local Area IV Performance Through PY 2019							
Indicator / Program	Performance / Goal	Title I Adults	Performance / Goal	Title I DW	Performance / Goal	Title I Youth	Average Indicator Score
Employment 2nd Quarter After Exit	72.99%	92.74%	85.71%	104.91%	75.51%	104.01%	100.55%
	78.70%		81.70%		72.60%		
Employment 4th Quarter After Exit	71.29%	93.07%	81.42%	101.52%	66.25%	98.29%	97.63%
	76.60%		80.20%		67.40%		
Median Earnings 2nd Quarter After Exit	\$5,580.00	89.64%	\$9,456.90	116.98%	X	N/A	103.31%
	\$6,225.00		\$8,084.00		X		
Credential Attainment Rate	79.17%	117.46%	69.57%	100.83%	49.23%	77.77%	98.69%
	67.40%		69.00%		63.30%		
Average Program Score	90.00%	98.23%	90.00%	106.06%	90.00%	93.36%	



# How are Performance Goals Set?



- Under WIOA, performance goals will use a statistical adjustment model as a tool in negotiations
- It is used to make adjustments in the State negotiated levels of performance based on **actual economic conditions** and the **characteristics of participants served**

# More on Setting Performance Goals

- Actual economic conditions include: differences in unemployment rates and job losses or gains in particular industries
- Participant Characteristics include:
  - ▶ Indicators of poor work history
  - ▶ Lack of work experience
  - ▶ Lack of educational or occupational skill attainment
  - ▶ Dislocation from high-wage and high-benefit employment
  - ▶ Low levels of literacy or English proficiency
  - ▶ Disability status
  - ▶ Homelessness
  - ▶ Offender status
  - ▶ Welfare dependency



# How Does Performance Relate to My Job?

- Every time you update a participant's account in KANSASWORKS you help in setting our performance goals
- Accurately capturing the barriers of our participants ensures we are setting our performance goals based on the customers we serve
- Not recording barriers can cause our performance goals to increase and not be set to accurately demonstrate the participants we are serving
- Losing contact with customers, having them exit, and then re-enrolling them negatively affects our performance
- Staying in contact with customers is invaluable when it comes to performance; not only does it make it much easier to track MSG, but it sets up an easy and accurate exit
- Suitability for programs should also be taken into account when enrolling and especially when re-enrolling





“There now, that wasn’t too difficult  
was it!”

Questions, Comments, Concerns?