



# WIOA PERFORMANCE 101: AN OVERVIEW OF THE PRIMARY INDICATORS OF PERFORMANCE

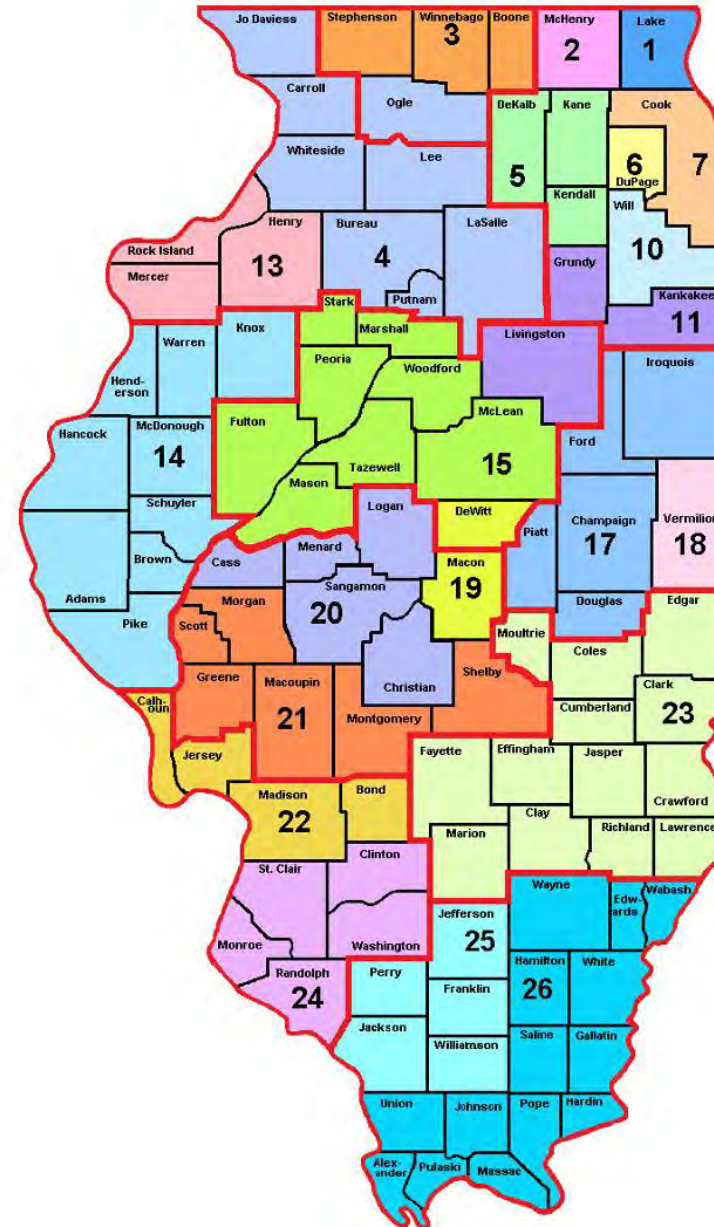
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# Where is Your Local Area?

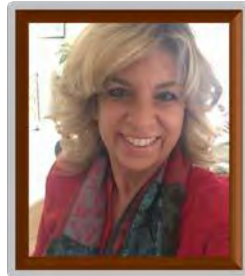


# Which partner do you best represent?





# State Performance Management Team



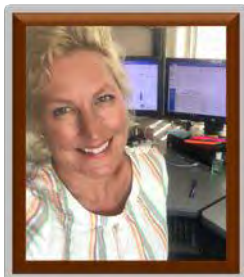
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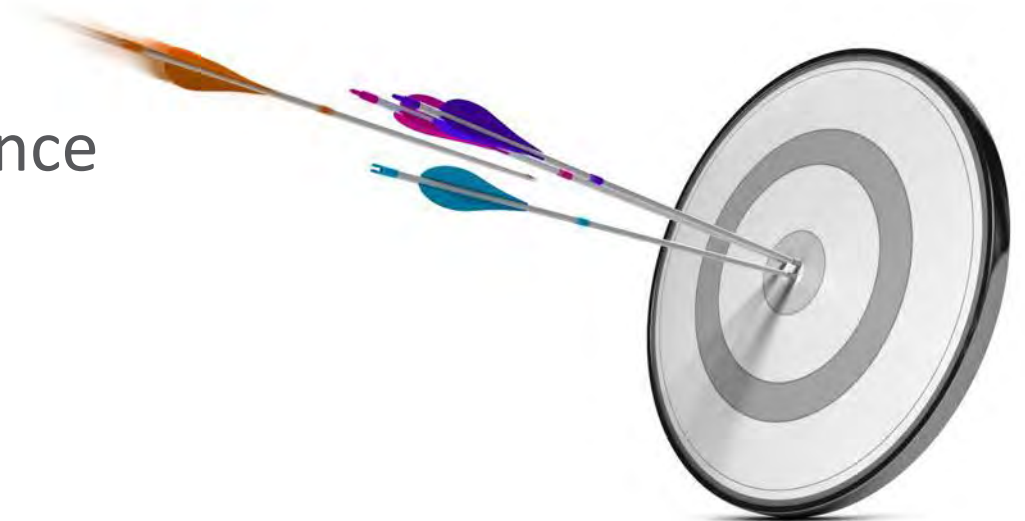


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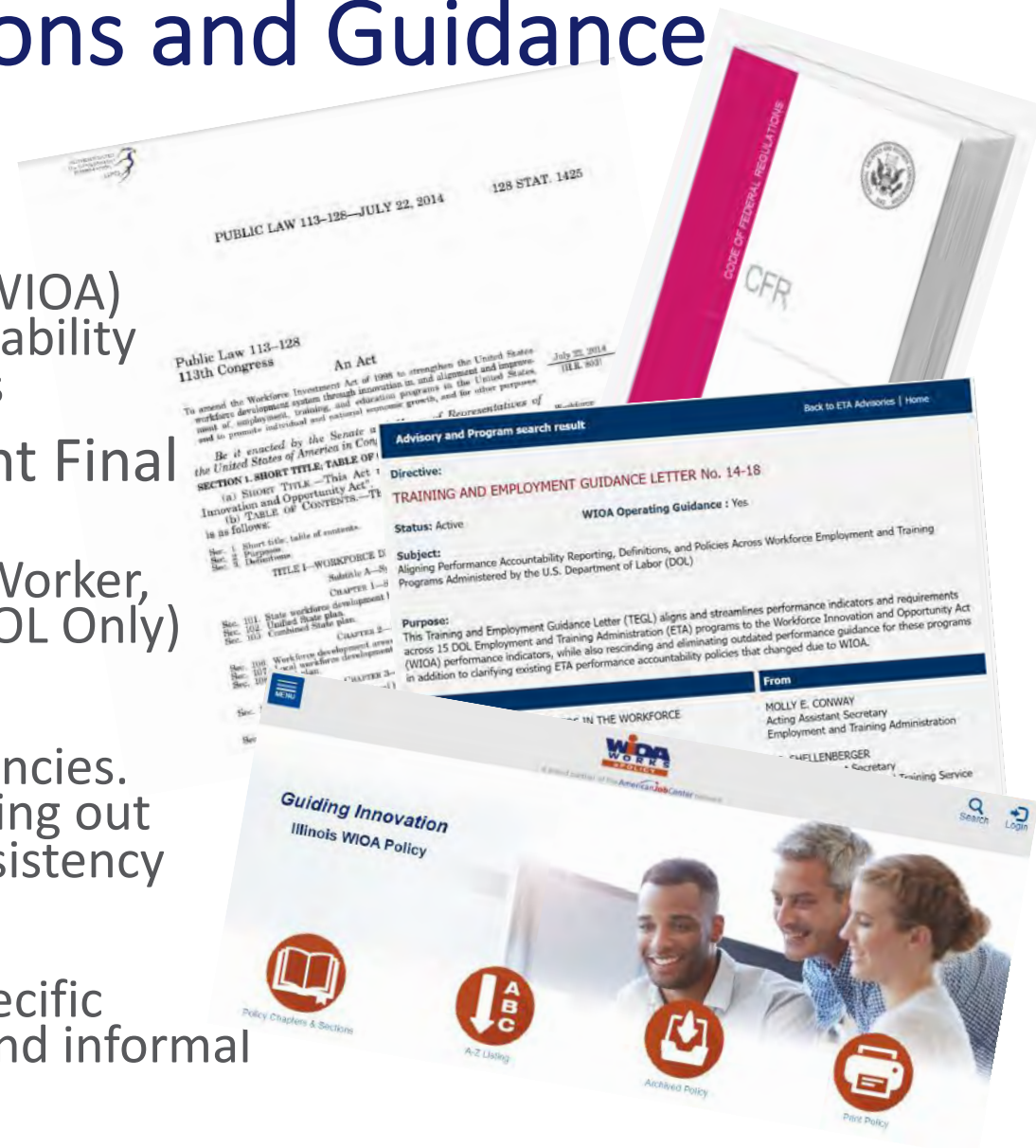
# Today's Objectives

- Learn about Performance Accountability
- Understand Key Definitions Related to Performance
- Identify the Six Indicators of Performance
- Improve Knowledge of Performance Reporting Requirements



# Statute, Regulations and Guidance

- Statute
  - Workforce Innovation and Opportunity Act (WIOA) Section 116 establishes performance accountability requirements for the six core WIOA programs
- Regulations - WIOA-DOL only & WIOA Joint Final Rules
  - 20 CFR 676, 677, and 678 (Adult, Dislocated Worker, Youth, and Wagner-Peyser); 603, 651, 652 (DOL Only)
- Policy Guidance and Joint Issuances
  - Guidance is issued by each of the Federal agencies. “Joint issuances” is the identical content coming out under each Federal partner’s vehicle, for consistency
- State Policies and Guidance
  - Each Core Program issues additional State specific requirements and guidance through formal and informal communication with its grantees



# WIOA Six Core Programs

- **Title IB – Workforce Development Programs**  
*(Dept. of Commerce and Economic Opportunity - DCEO)*
  - Adult Program
  - Dislocated Worker Program
  - Youth Program
- Title II – Adult Education and Family Literacy Act Program (AEFLA)  
*(Illinois Community College Board – ICCB)*
- Title III – Wagner-Peyser Act Employment Services Program  
*(Dept. of Employment Security – IDES)*
- Title IV – Vocational Rehabilitation (VR) Act Program  
*(Dept. of Human Services – Division of Rehabilitation Services – DHS-DRS)*



# What is Performance Accountability?



- Align definitions and performance indicators across programs
- Streamline performance indicators
- Integrate reporting to the extent practicable
- Support a customer-focused service delivery system
- Assess the effectiveness in achieving positive outcomes for individuals and employers
- Understand the impact of Federal and State investments in employment and training programs
- Evidenced-based, data-driven accountability measures

# Ensuring Data Quality Under WIOA?

- ETA supports high-quality data through:
  - Workforce Integrated Performance System (WIPS)
  - Participant Individual Record Layout (PIRL)
  - Federal and grantee data validation
  - Data analysis



# Performance Reporting Timeline

- Quarterly reports must be submitted to DOL within 45 days after completion of the quarter in accordance with the following table
- An Annual Statewide Performance Report Narrative must be submitted annually to include Titles IB and III, however Illinois has chosen to include all Core Partners

PERFORMANCE REPORT	REPORTING PERIOD COVERED	SUBMISSION TO USDOL
Quarter 1 (Q1)	07/01 – 09/30	11/14
Quarter 2 (Q2)	10/01 – 12/31	02/14
Quarter 3 (Q3)	01/01 – 03/31	05/15
Quarter 4 (Q4)	04/01 – 06/30	08/15
Annual	07/01 – 06/30	10/01
Annual Report Narrative	07/01 – 06/30	12/01

# Local Reporting Requirements

- Participant Engagement
  - Services/Activities/Case Notes to be recorded in appropriate system of record (within 10 days)
  - Program Exit submitted (in accordance with 90 day no service exit policy)
  - Outcomes recorded (supplemental employment, education/training or other) in appropriate system of record (within 10 days) of learning of the outcome
- Grant Recipients Report on Performance Indicators or Goals in accordance with Grant Agreements
- Annual Eligible Training Provider Performance Information
- Annual Certification Report (ACR)
- Submission of Participant, Employer and other local Success Stories

# WIOA Report Templates

ETA 9169  
Annual Report

ETA 9173  
Quarterly Report



ETA 9171  
Eligible Training Provider

Annual  
Narrative  
Report

# How are Performance Targets Set?



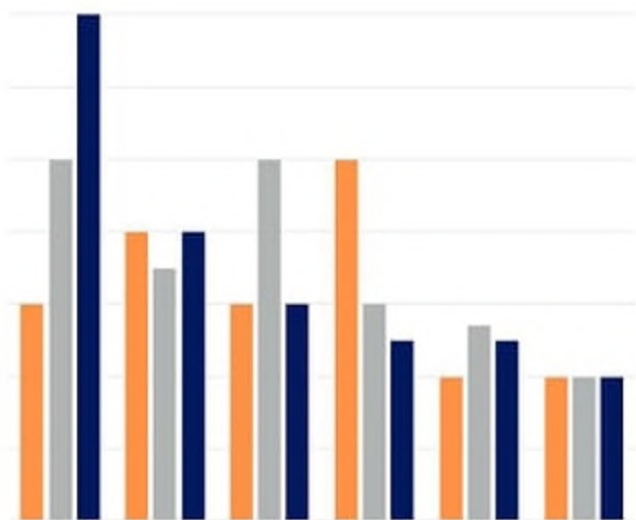
- WIOA implements a *performance accountability system* based on *primary indicators*. States and the Secretaries of Labor and Education negotiate levels of performance, which are adjusted at the end of each program year, using a **statistical adjustment model**.

# WIOA Performance Goals & Outcomes

- States negotiate performance goals with Department of Labor
  - Illinois negotiated Title IB goals May 2020
  - Same goals negotiated for Program Years 2020 and 2021
- Each Local Workforce Innovation Board negotiates performance goals with State of Illinois
  - Local negotiations occurred in October 2020
  - Same goals negotiated for Program Years 2020 and 2021
  - LWIBs assigned a negotiation team to represent them in negotiations
- New rounds of state/local negotiations will occur in 2022 for Program Years 2022/2023



# PY2020 Title IB Performance Goals



## Adult

	PY 2020	PY 2021
Employment Rate 2 <sup>nd</sup> Quarter after Exit	77.0%	77.0%
Employment Rate 4 <sup>th</sup> Quarter after Exit	75.5%	75.5%
Median Earnings 2 <sup>nd</sup> Quarter after Exit	\$6,500	\$6,500
Credential Attainment within 4 Quarters after Exit	70.0%	70.0%
Measurable Skill Gains	39.0%	39.0%

## Dislocated Worker

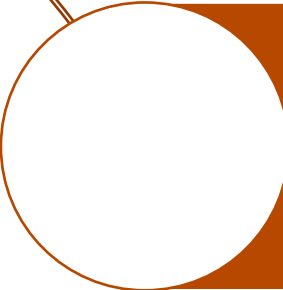
Employment Rate 2 <sup>nd</sup> Quarter after Exit	81.0%	81.0%
Employment Rate 4 <sup>th</sup> Quarter after Exit	81.0%	81.0%
Median Earnings 2 <sup>nd</sup> Quarter after Exit	\$9,600	\$9,600
Credential Attainment within 4 Quarters after Exit	71.0%	71.0%
Measurable Skill Gains	43.5%	43.5%

## Youth

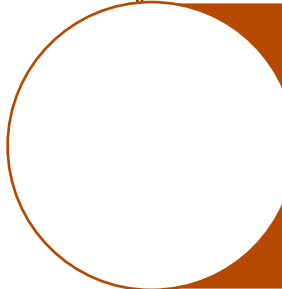
Employment or Education Rate 2 <sup>nd</sup> Quarter after Exit	73.5%	73.5%
Employment or Education Rate 4 <sup>th</sup> Quarter after Exit	73.0%	73.0%
Median Earnings 2 <sup>nd</sup> Quarter after Exit	\$3,275	\$3,275
Credential Attainment within 4 Quarters after Exit	65.0%	65.0%
Measurable Skill Gains	31.0%	31.0%



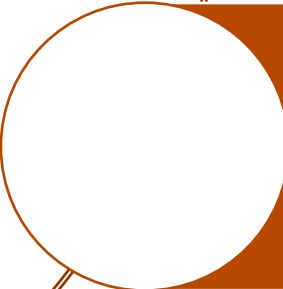
# Key Terms and Definitions



**Reportable Individual:** An individual who has taken action that demonstrates an intent to use program services and who meets specific reporting criteria of the program, including identifying information, only use the self-service system, and receive information-only services or activities.

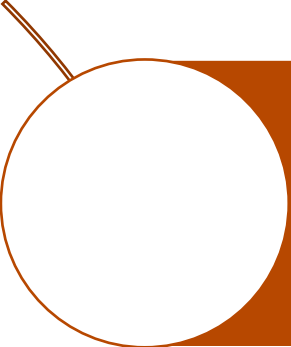


**Participant:** A reportable individual who has received services, other than those described in 677.150(a)(3), after satisfying all applicable programmatic requirements for the provision of services, such as eligibility determination.

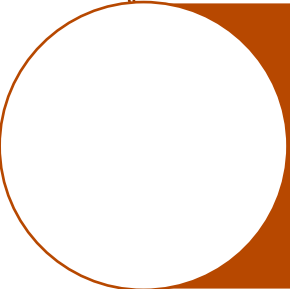


**Title IB Youth Participant:** A reportable individual who has satisfied all applicable program requirements for provision of services, including eligibility determination, an objective assessment, and development of an individual service strategy (ISS), and received at least 1 of the 14 WIOA Youth program elements.

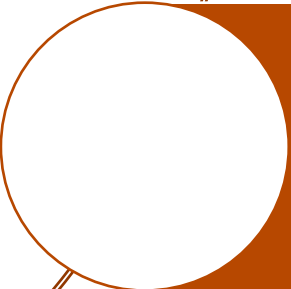
# Key Terms and Definitions



**Program Exit:** The date of exit from the program is the last date of service. The date cannot be determined until 90 days have lapsed since the participant last received services and no future services are planned.<sup>1</sup>



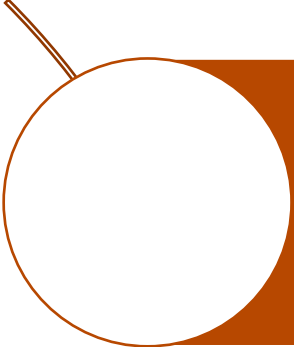
**Common Exit:** Occurs when a participant, enrolled in multiple partner programs, has not received services from any DOL-administered program in which the participant is enrolled, to which the common exit policy applies, for at least 90 days, and no future services are planned.



**Period of Participation:** For all indicators, except Measurable Skill Gains, a period of participation refers to the period of time beginning when an individual becomes a participant and ending on the participant's date of exit from the program.

<sup>1</sup> WIOA Core Programs may have additional criteria or clarification to define Exit from their program.

# Key Terms and Definitions



**Employment:** Describes when an individual is working in a paid, unsubsidized job or working 15 hours or more a week in an unpaid job on a farm or business operated by a family member or participant.



**Unsubsidized Employment:** Employment in the private sector or public sector for which the employer does not receive a subsidy from public funds to offset all or a part of the wages and costs of employing an individual.



**Supplemental Wage Information:** Used when a program participant does not provide a social security number (SSN) for matching with quarterly Unemployment Insurance wage record information.

# WIOA Primary Indicators of Performance





# WIOA Primary Indicators of Performance

WIOA Program	Employment/ Education <sup>2</sup> 2 <sup>nd</sup> Quarter after Exit	Employment/ Education <sup>2</sup> 4 <sup>th</sup> Quarter after Exit	Median Earnings	Credential Attainment	Measurable Skill Gains	Effectiveness in Serving Employers
Title IB Adult	✓	✓	✓	✓	✓	✓
Title IB Dislocated Worker	✓	✓	✓	✓	✓	✓
Title IB Youth	✓	✓	✓	✓	✓	✓
Title II Adult Education	✓	✓	✓	✓	✓	✓
Title III Employment Services	✓	✓	✓	✗	✗	✓
Title IV Vocational Rehabilitation	✓	✓	✓	✓	✓	✓

<sup>2</sup> Title IB Youth Program indicator also includes placement in Education or Training, in addition to Employment.

# WIOA Primary Indicators of Performance



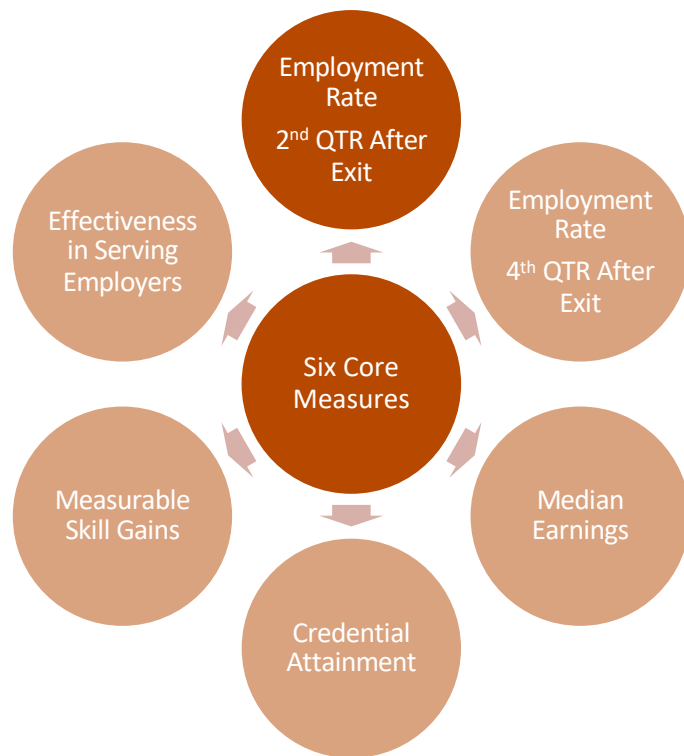
# WIOA Primary Indicators of Performance

Employment  
Rate  
2<sup>nd</sup> Quarter  
After Exit

PLEASE  
NOTE

- Percentage of participants who are in unsubsidized employment during the second quarter after exit from the program.
  - ✓ For Title IB Youth: percentage of participants in *education or training activities*, or in unsubsidized employment during the second quarter after exit.
  - ✓ All participants in all core programs are included in this indicator regardless of employment/education status at program entry.
  - ✓ Placement in Education and Training counts for Youth.

# WIOA Primary Indicators of Performance



## Calculation/Methodology

- Number of participants exited during reporting period and who are employed (or Youth in education or training) in 2<sup>nd</sup> quarter after exit DIVIDED by number of participants who exited during reporting period.
  - ✓ Supplemental wage information is allowed to verify employment.
  - ✓ Participants who exit during the reporting period for any of the reasons listed in the Exclusions from Performance are not included in the measure.



# WIOA Primary Indicators of Performance



# WIOA Primary Indicators of Performance

Employment  
Rate  
4<sup>th</sup> Quarter  
After Exit

PLEASE  
NOTE

- Percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program.
  - ✓ For Title IB Youth: percentage of participants in *education or training activities*, or in unsubsidized employment during the fourth quarter after exit.
  - ✓ All participants in all core programs are included in this indicator regardless of employment/education status at program entry.
  - ✓ Placement in Education and Training counts for Youth.

# WIOA Primary Indicators of Performance



## Calculation/Methodology

- Number of participants exited during reporting period and who are employed (or Youth in education or training) in 4th quarter after exit DIVIDED by number of participants who exited during reporting period.
  - ✓ Supplemental wage information is allowed to verify employment.
  - ✓ Participants who exit during the reporting period for any of the reasons listed in the Exclusions from Performance are not included in the measure.

# WIOA Primary Indicators of Performance

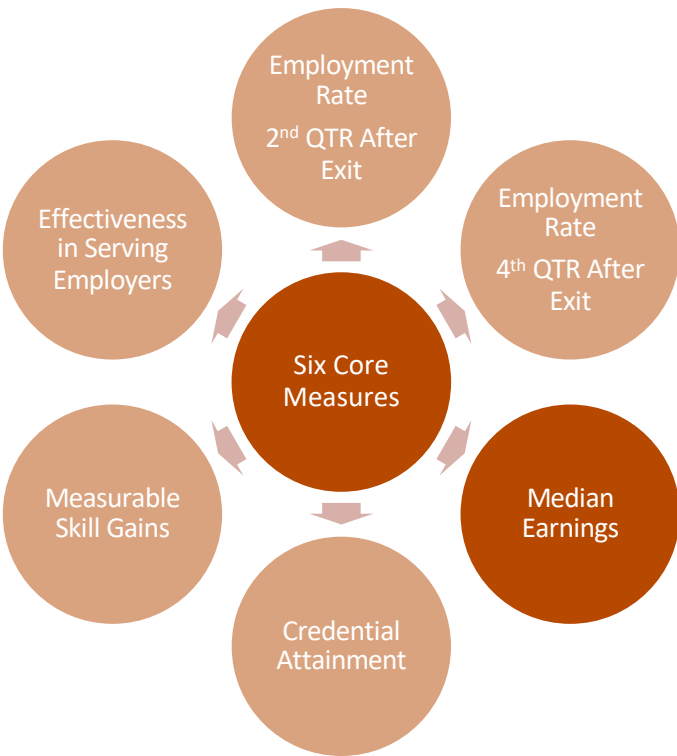


# WIOA Primary Indicators of Performance

Median  
Earnings  
2<sup>nd</sup> Quarter  
After Exit

- The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program, as identified by direct UI wage record match, Federal or military employment records, or supplemental wage information.

# WIOA Primary Indicators of Performance



## Calculation/Methodology

- Total quarterly earnings for all participants employed in the second quarter after exit are collected. The wage information values are listed in order from the lowest to highest value and the value in the middle of this list is the median earnings value.



# WIOA Primary Indicators of Performance



## Need to Know

- A Wage Conversion Chart is used to convert supplemental wage values that don't represent the total amount the participant earned in the second quarter and should be used only when earnings information is not available.
  - ✓ Chart is used to convert hourly, weekly, biweekly, monthly or annual wages to quarterly wages for reporting purposes.
- Supplemental wage information can be used to verify wages.

# WIOA Primary Indicators of Performance



## Operational Parameters

- The following participants and associated earnings are excluded from the calculation
  - ✓ Participants who exited and are not employed in the 2nd exit quarter will not count in this measure.
  - ✓ Participants who have exited a program and for whom information is not yet available.
  - ✓ Participants who have exited from a program and who have \$0 income.
  - ✓ Participants who have exited a program and are in subsidized employment.
  - ✓ Participants who have exited for any of the reasons listed in the Exclusions from Performance .



# WIOA Primary Indicators of Performance



# WIOA Primary Indicators of Performance



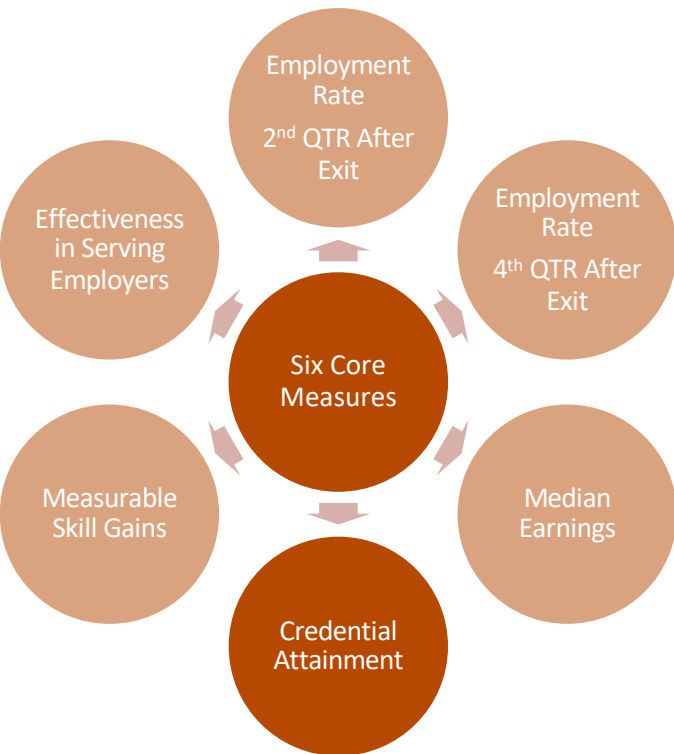
## Credential Attainment

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NOTE

- Percentage of participants enrolled in education or training program who attain a recognized postsecondary credential or secondary school diploma during participation or within one (1) year after program exit.
  - ✓ Only includes those who received training or education (excluding OJT or Customized Training) in denominator.
  - ✓ ALL Title IB In-School Youth (ISY) are included in the measure.

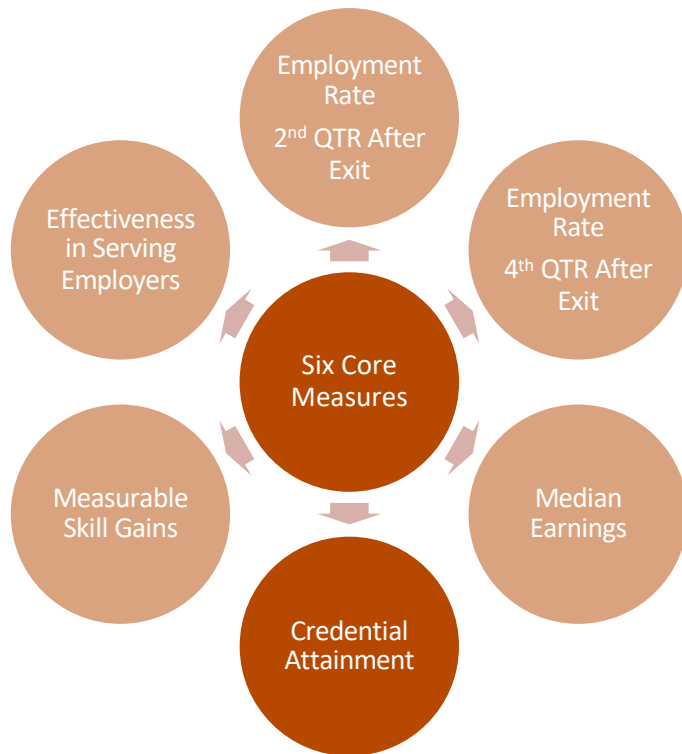
# WIOA Primary Indicators of Performance

## Calculation/Methodology



- The number of participants who exited during the reporting period who obtained a recognized postsecondary credential during the program or within one (1) year after exit OR those who were in a secondary education program and obtained a secondary school diploma or its recognized equivalent during the program or within one (1) year after exit and were also employed, or in an education or training program leading to a recognized postsecondary credential (See the “Special Rule”) within one (1) year after exit DIVIDED by the number of participants enrolled in an education or training program (excluding those in OJT and customized training) who exited during the reporting period.

# WIOA Primary Indicators of Performance



## Types of Credentials

- **Secondary School Diploma or recognized equivalent**
- **Post-Secondary Education Credentials**
  - ✓ Associate's Degree
  - ✓ Bachelor's Degree
  - ✓ Graduate Degree for purposes of the VR program
  - ✓ Occupational Licensure
  - ✓ Occupational Certificate, including Registered Apprenticeship and Career and Technical Education educational certificates
  - ✓ Occupational Certification
  - ✓ Other recognized certificates of industry/occupational skills completion sufficient to qualify for entry-level or advancement in employment

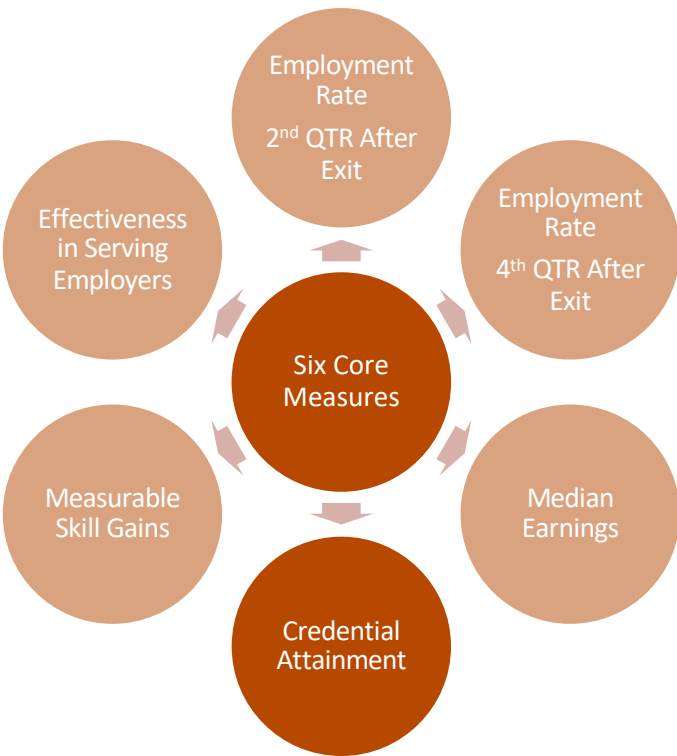
# WIOA Primary Indicators of Performance

“Special  
Rule”  
Credential  
Attainment

PLEASE  
NOTE

- “Special Rule” related to Secondary School Diploma
  - ✓ Participants who obtain a secondary school diploma or its recognized equivalent must also meet an additional condition before they are counted as a successful outcome (positive) and included in the numerator of the credential attainment indicator. These participants must be employed or enrolled in an education or training program leading to a recognized postsecondary credential within one year following exit.

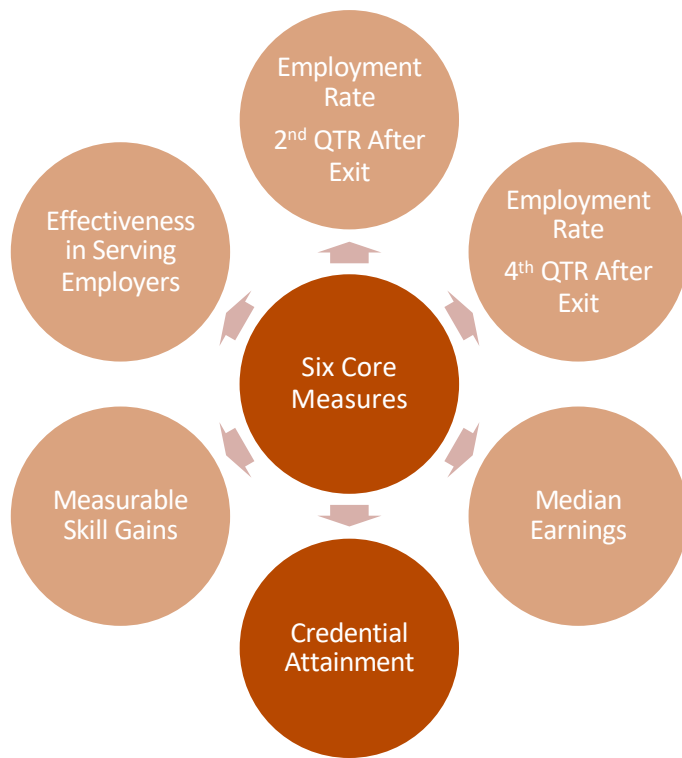
# WIOA Primary Indicators of Performance



## Recognized Credentials

- A recognized postsecondary credential is defined as a credential consisting 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
- A secondary school diploma (or alternate diploma) (commonly referred to as high school diploma) is one that is recognized by a state and that is included for accountability purposes under the Elementary and Secondary Education Act of 1965 (ESEA), as amended by the Every Student Succeeds Act (ESSA).
- A secondary school equivalency certification signifies that a student has completed the requirements for a high school education.

# WIOA Primary Indicators of Performance



## Certificates that Do NOT Count for the Credential Attainment Measure


- Certificates that DO NOT document the measurable technical or industry/occupational skills necessary to gain employment or advance within an occupation.
- Examples include:
  - ✓ OSHA 10 or OSHA 30-hour safety courses
  - ✓ Work readiness, food handlers, and CPR/First Aid certifications
  - ✓ Completion of orientation or mobility training
  - ✓ Workforce Innovation Board (WIB) certificates
- While these don't count towards a Credential Attainment measure, they are allowable services

# WIOA Primary Indicators of Performance





# WIOA Primary Indicators of Performance



## Measurable Skill Gains (MSG)

PLEASE  
NOTE

- Percentage of program participants who are in an education or training program that leads to a recognized postsecondary credential or employment AND who are achieving measurable skills gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment.
- ✓ Unlike the Credential Attainment measure, Adults and Dislocated workers who are in an OJT or Customized Training ARE included in the measure.

# WIOA Primary Indicators of Performance



## Calculation/Methodology

- The number of program participants during the reporting period who are 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 program participants during the reporting period who are in an education or training program that leads to a recognized postsecondary credential or employment.

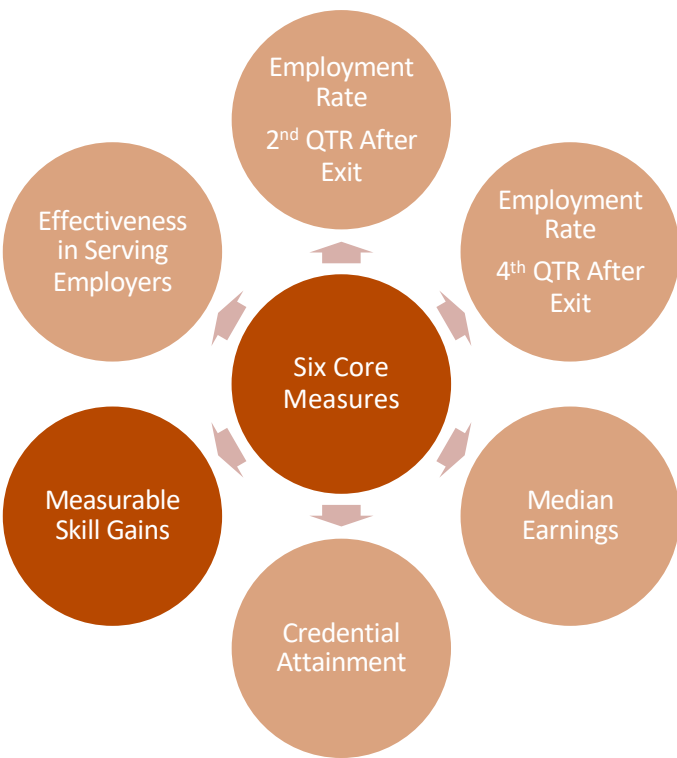
# WIOA Primary Indicators of Performance



## Five Types of MSGs

- Educational Functioning Level (EFL)
- Secondary School Diploma or Equivalent (Skills Progression)
- Secondary or Post-Secondary Transcript/Report Card
- Training Milestone(s)
- Skills Progression (Diploma/Certificate/Degree)

# WIOA Primary Indicators of Performance



## Types of MSGs

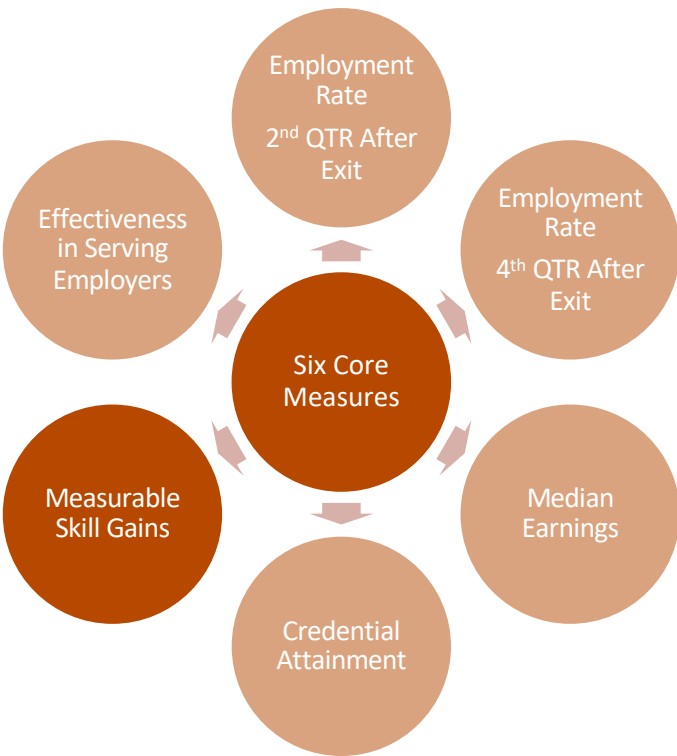
### Educational Functioning Level (EFL)

- Documented achievement of at least one educational functioning (EFL) level of a participant who is receiving instruction below the postsecondary education level (includes three types of EFL measurements)

### Secondary School Diploma or Equivalent

- Documented attainment of a secondary school diploma or its recognized equivalent

# WIOA Primary Indicators of Performance



## Types of MSGs

### Secondary or Post-Secondary Transcript/Report Card

#### *Secondary Transcript/Report Card*

- Applies to participants without a high school diploma or General Educational Development (GED) at program entry.

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

- Full time Students must achieve a minimum of 12 credits within one semester.
- Part-time students must achieve a minimum of 12 credits completed (in accordance with the institutions standards) in two consecutive semesters within the same 12-month period. If the first semester begins in one Program Year (PY) and the second semester ends in the next PY, the MSG would be achieved in the PY that the second semester ends.

# WIOA Primary Indicators of Performance



## Types of MSGs

### Training Milestone(s)

- Satisfactory or better progress report towards established milestones, such as completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training. Progress reports must document substantive skill development.

### Skills Progression (Diploma/Certificate/Degree)

- 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.

# WIOA Primary Indicators of Performance

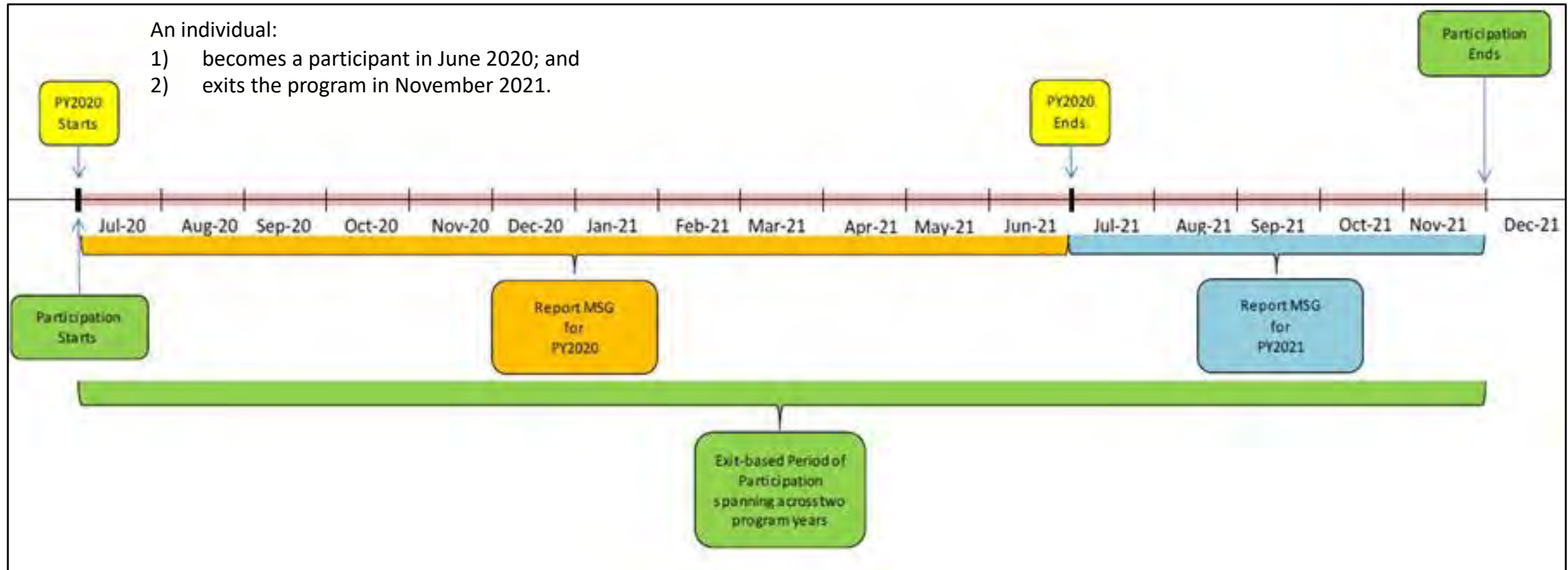


## Need to Know

- To count as a positive in performance, participants need to achieve at least one skill gain each program year they participate in WIOA and are enrolled in education or training.
- ALL MSGs should be reported even though only one is counted in the performance calculation for each program year.
- Since the MSG measure is NOT exit based, participants are included in the measure each program year they participate in WIOA and are enrolled in training or education.

# Counting Periods of Participation

## Example for Exit-Based Indicators and the Measurable Skill Gains Indicator of Performance



In this example, the participant has one period of participation which spans two program years (PY2020 and PY2021) and will be reported once for the purpose of exit-based indicators. Also, in this example, the participant must be reported twice (once in PY2020 and once in PY2021) because this indicator of performance must be reported at least once per program year for each participant and because the reporting is not triggered by exit. The individual is counted as a participant in both PY2020 and PY2021 because he/she continued to receive services after July 1, 2021. Exit-based performance indicators should be collected and calculated based off of the November 2021 exit date.



# WIOA Primary Indicators of Performance



## Exclusions from Performance Measures

- **Exclusions for All WIOA Titles (Reported at EXIT)**
  - ✓ Incarceration or become resident of an institution
  - ✓ Medical treatment expected to last longer than 90 days
  - ✓ Participant is deceased
  - ✓ Member of the National Guard or other reserve military unit called to active duty for at least 90 days
- **Title IB Youth ONLY**
  - ✓ Participant is in Foster Care System and exits because of move from local area as part of program or system

# WIOA Primary Indicators of Performance



# WIOA Primary Indicators of Performance

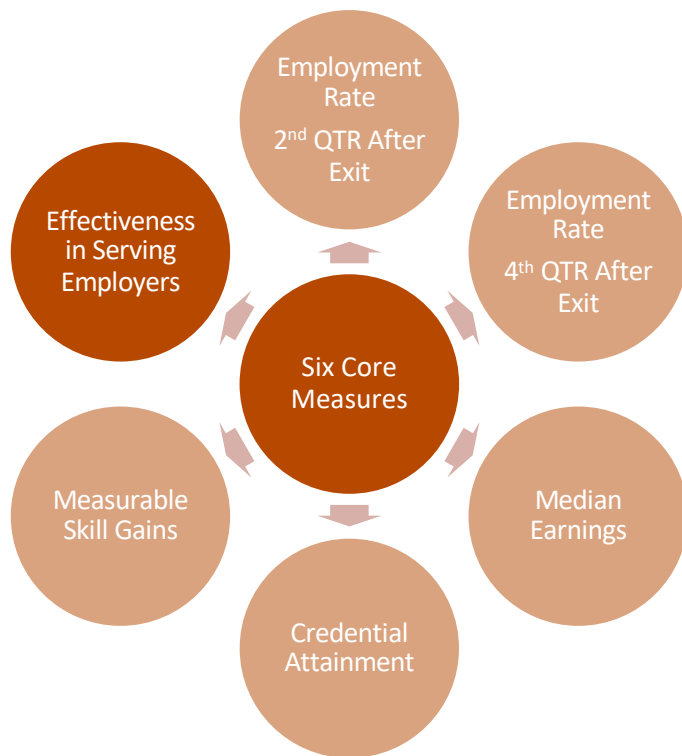
Effectiveness  
in Serving  
Employers

PLEASE  
NOTE

- Establish a primary indicator of performance for effectiveness in serving employers
  - ✓ Three Approaches
    - Retention with Same Employer
    - Repeat Business Customers
    - Employer Penetration Rate
  - ✓ One combined report for all WIOA core programs is submitted annually.
  - ✓ Currently Indicator is in DOL and DE Pilot Program.

# WIOA Primary Indicators of Performance

## Three approaches to measure State's Effectiveness in Serving Employers (ESE)



- **Retention with Same Employer<sup>3</sup>**
  - ✓ The programs' efforts to provide employers with skilled workers
- **Repeat Business Customers**
  - ✓ The programs' efforts to provide quality engagement and services to employers and sectors and establish productive relationships with employers and sectors over extended periods of time
- **Employer Penetration Rate<sup>3</sup>**
  - ✓ The programs' efforts to provide quality engagement and services to all employers and sectors within a State and local economy

<sup>3</sup> The Illinois Workforce Innovation Board (IWIB) selected these two approaches to pilot.



# Implementation of Performance Determination by Indicator

Title	Indicators of Performance	First Program Year for which Performance Success or Failure can be Determined
Title IB	<ul style="list-style-type: none"> <li>• Employment 2nd Quarter after Exit*</li> <li>• Median Earnings 2nd Quarter after Exit</li> <li>• Measurable Skill Gains</li> </ul>	PY 2020
Title IB	<ul style="list-style-type: none"> <li>• Employment 4th Quarter after Exit*</li> <li>• Credential Attainment</li> </ul>	PY 2022
Title II	<ul style="list-style-type: none"> <li>• Employment 2nd Quarter after Exit</li> <li>• Median Earnings 2nd Quarter after Exit</li> <li>• Measurable Skill Gains</li> </ul>	PY 2020
Title II	<ul style="list-style-type: none"> <li>• Employment 4th Quarter after Exit</li> <li>• Credential Attainment</li> </ul>	PY 2022
Title III	<ul style="list-style-type: none"> <li>• Employment 2nd Quarter after Exit</li> <li>• Median Earnings 2nd Quarter after Exit</li> </ul>	PY 2020
Title III	<ul style="list-style-type: none"> <li>• Employment 4th Quarter after Exit</li> </ul>	PY 2022
Title IV	<ul style="list-style-type: none"> <li>• Measurable Skill Gains</li> </ul>	PY 2020
Title IV	<ul style="list-style-type: none"> <li>• Employment 2nd Quarter after Exit</li> <li>• Employment 4th Quarter after Exit</li> <li>• Median Earnings 2nd Quarter after Exit</li> <li>• Credential Attainment</li> </ul>	PY 2022



*For WIOA Title IB Youth program, these indicators include placement in education or training.*

# Performance Resources

- [Workforce Innovation and Opportunity Act: Public Law; Final Rules, Joint Rule and Labor Only](#)
- [Workforce Innovation and Opportunity Act Section 116\(c\)](#)
- [U.S. DOL Training and Employment Guidance Letter \(TEGL\) No. 10-16, Change 1, Performance Accountability Guidance for Workforce Innovation and Opportunity Act \(WIOA\) Title I, Title II, Title III, and Title IV Core Programs](#) (August 23, 2017)
- [TEGL No. 14-18, Aligning Performance Accountability Reporting, Definitions, and Policies Across Workforce Employment and Training Programs Administered by the U.S. Department of Labor \(DOL\)](#) (March 25, 2019)







# What's Next in WIOA Performance Technical Assistance?

- **November 3, 2021; 1:00 – 2:30pm**  
Double Feature: Statistical Adjustment Model and PY2020 Adjusted Levels of Performance / WIOA Notice on Adjusted Levels of Performance
- **November 17, 2021; 1:00 – 2:30pm**  
Measurable Skill Gains (MSG) – Understanding the Measure and How to Accurately Report
- **December 01, 2021, 1:00 – 2:30pm**  
Credential Attainment – Understanding Reporting of Credentials
- **December 08, 2021; 1:00 – 2:30pm**  
MSG & Credential Attainment – Best Practices Virtual Roundtable
- **December 15, 2021; 1:00 – 2:30pm**  
Employment-Related Measures – Understanding Employment Rate and Median Earnings Measures
- **Calendar Year 2022**  
Local Negotiations for PY2022/2023  
Career Planning  
Effectiveness in Serving Employers  
Youth Performance



PIRL Reports  
Local Performance Negotiations for PY2022/2023  
Illinois Performance and Transparency System (IPATS)  
Annual Statewide Performance Report

# Performance Contacts



**Illinois**  
**Department of Commerce**  
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**thank you**