THE ELEMENTS OF PERFORMANCE

Capacity Building Unit

EDD Employment Development Department
State of California

THE ELEMENTS OF PERFORMANCE

MODULE 1   WIOA and Performance: The Basics

MODULE 2   Advanced Performance: Credential Attainment, Measurable Skill Gains, and Activity Codes

MODULE 1
WIOA and Performance: The Basics

LESSON 1   What Are We Talking About When We Talk About Performance?

LESSON 2   Who's in Performance and When Do they Exit?

LESSON 3   Performance Indicators

LESSON 1

What Are We Talking About When We Talk About Performance?

OBJECTIVES

1. Provide context and rationale for performance.

2. Identify data collected and who uses it.

3. Discuss how data is collected and reported.

So, what are we talking about when we talk about performance?

Accountability

WIOA mandates a set of performance accountability measures that apply across all six core programs:

1. Adult Employment Services
2. Dislocated Workers Employment Services } Title I
3. Youth Employment Services
4. Adult Education and Literacy Services ⟶ Title II
5. Wagner-Peyser Employment Services ⟶ Title III
6. Vocational Rehabilitation Services ⟶ Title IV

So, what are we talking about when we talk about performance?

Effectiveness

Performance indicators assess the effectiveness of programs in achieving positive outcomes for employers and job seekers.

So, what are we talking about when we talk about performance?

Strengthening Service

Accurate assessment of AJCC programs and services helps create and maintain a strong labor exchange through the one-stop delivery system.

So, what are we talking about when we talk about performance?

Policy and Planning

Compiling information about programs and services allows AJCC managers, Federal and State policymakers, as well as Local planners to make well-reasoned, data-driven decisions, and to gain a more accurate understanding of the contributions, achievements, and challenges of our AJCCs.
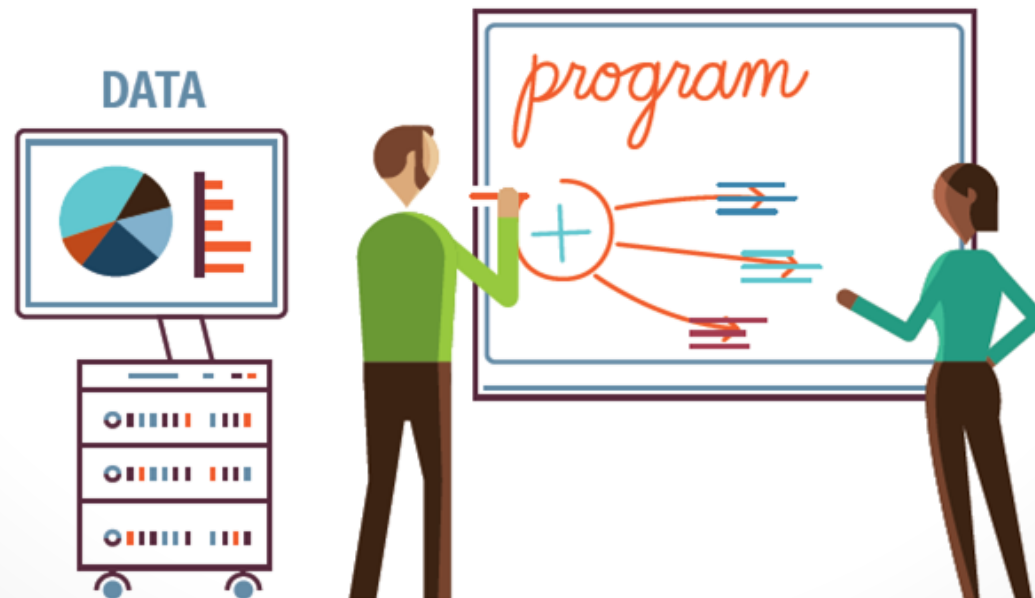
So, what are we talking about when we talk about performance?

Compliance

Reporting and performance measures are mandated by Congress, spelled out in WIOA, and enforced by the Department of Labor (DOL). In order to receive Federal funding, States must comply with all applicable laws, rules, policies, and guidelines regarding reporting and performance.

WIOA requires states and grantees to collect and report information on all participants.

What data is collected?

- Demographic information

- Program eligibility

- Services received

- Employment and earnings outcomes

- Postsecondary educational attainment

- Skill gains

- Program costs

Who uses the data?

Policymakers

- Department of Labor and the California Workforce Development Board (CWDB or State Board)
- Allocate resources to most effective programs
- Adjust program design to improve results

Program Managers, Job Counselors, and Educators

- Replicate success; identify areas for improvement
- Ensure quality services for target populations
- Customize services for individual needs
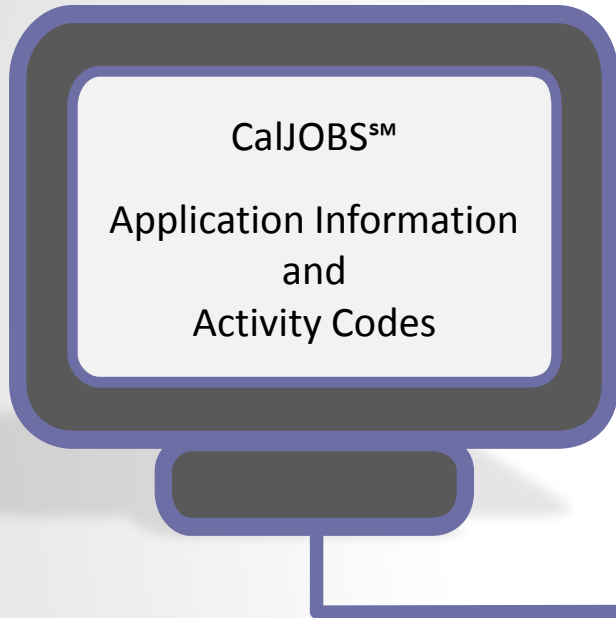
Who uses the data?

Businesses

- Build confidence in program accountability
- Enhance willingness to partner with WIOA

Students and Workers

- Choose training providers with record of success
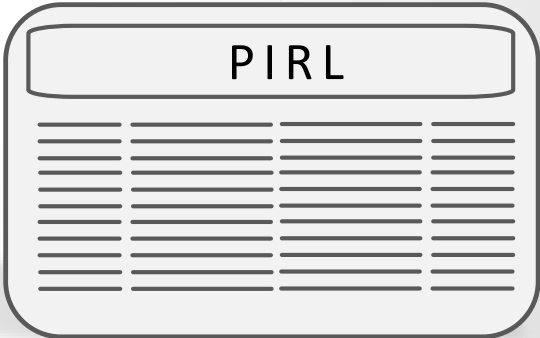- Select careers supported by employment outcome information

How Do We Report?
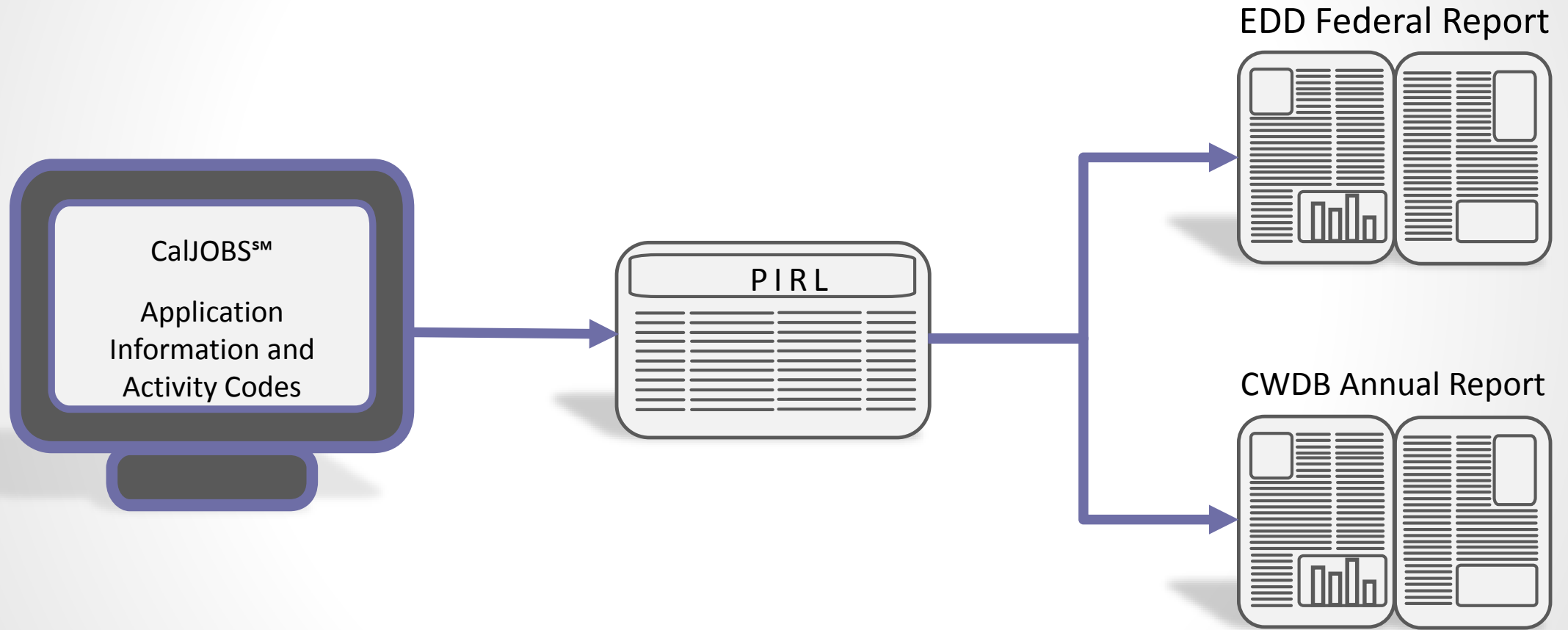
CalJOBS℠

Application Information
and
Activity Codes

Self-service, information-only, and other career services are entered into CalJOBS℠ as a **Service Activity Code**. This multi-digit code identifies specific program activities, such as attending a resume writing workshop or completing a Title III Wagner-Peyser application.
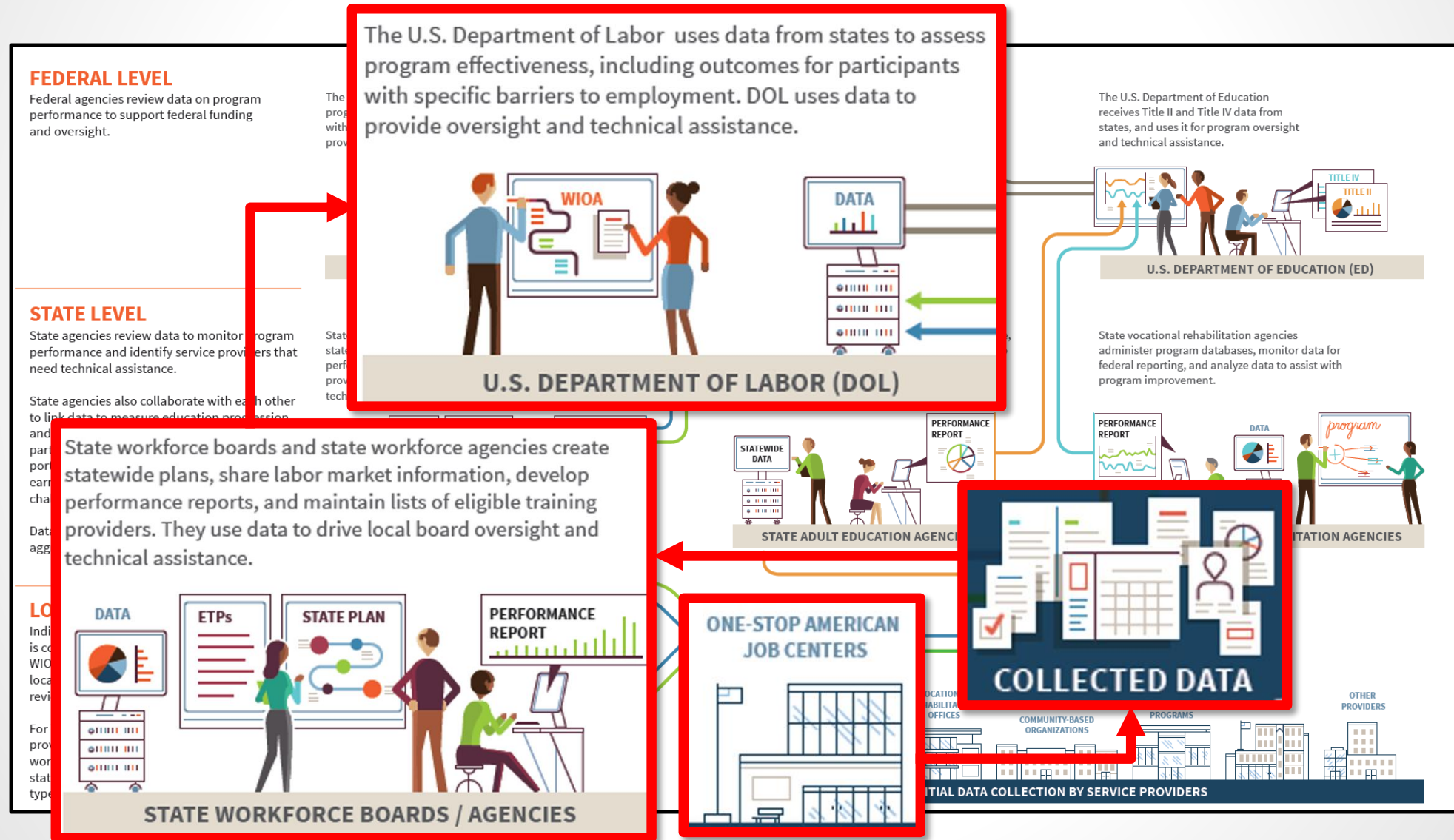
The CalJOBS℠ service provider transfers the activity codes into the DOL reporting template, called the **Participant Individual Record Layout (PIRL)**. The PIRL is what the DOL uses to measure program performance.

P I R L

How Do We Report?

CalJOBS℠

Application Information and Activity Codes

PIRL

EDD Federal Report

CWDB Annual Report

How Do We Report?

FEDERAL LEVEL
Federal agencies review data on program performance to support federal funding and oversight.

STATE LEVEL
State agencies review data to monitor program performance and identify service providers that need technical assistance.

State agencies also collaborate with each other to link data to measure education progression and [...]

Data [...] aggr[...]

LO[...]
Indi[...] is co[...] WIO[...] loca[...] revi[...]

For [...] prov[...] wor[...] stat[...] type[...]

The U.S. Department of Labor uses data from states to assess program effectiveness, including outcomes for participants with specific barriers to employment. DOL uses data to provide oversight and technical assistance.

U.S. DEPARTMENT OF LABOR (DOL)

The U.S. Department of Education receives Title II and Title IV data from states, and uses it for program oversight and technical assistance.

U.S. DEPARTMENT OF EDUCATION (ED)

State vocational rehabilitation agencies administer program databases, monitor data for federal reporting, and analyze data to assist with program improvement.

State workforce boards and state workforce agencies create statewide plans, share labor market information, develop performance reports, and maintain lists of eligible training providers. They use data to drive local board oversight and technical assistance.

STATE WORKFORCE BOARDS / AGENCIES

STATE ADULT EDUCATION AGENC[...]

[...]ITATION AGENCIES

ONE-STOP AMERICAN JOB CENTERS

COLLECTED DATA

[...]TIAL DATA COLLECTION BY SERVICE PROVIDERS

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LESSON 1

What Are We Talking About When We Talk About Performance?

OBJECTIVES REVIEW

1. Provided context and rationale for performance.

2. Identified data collected and who uses it.

3. Discussed how data is collected and reported.

LESSON 2

Who's in Performance and When Do They Exit?

OBJECTIVES

1. Distinguish "reportable only" services and activities from "performance" services and activities.

2. Distinguish "reportable individuals" and "participants."

3. Provide examples of reportable individuals and participants.

4. Define "exit date" and "exit clock."

Who's in Performance?

While all of the services and activities provided by the AJCCs are **reported** to the DOL, not every service or activity places an individual in **performance**.
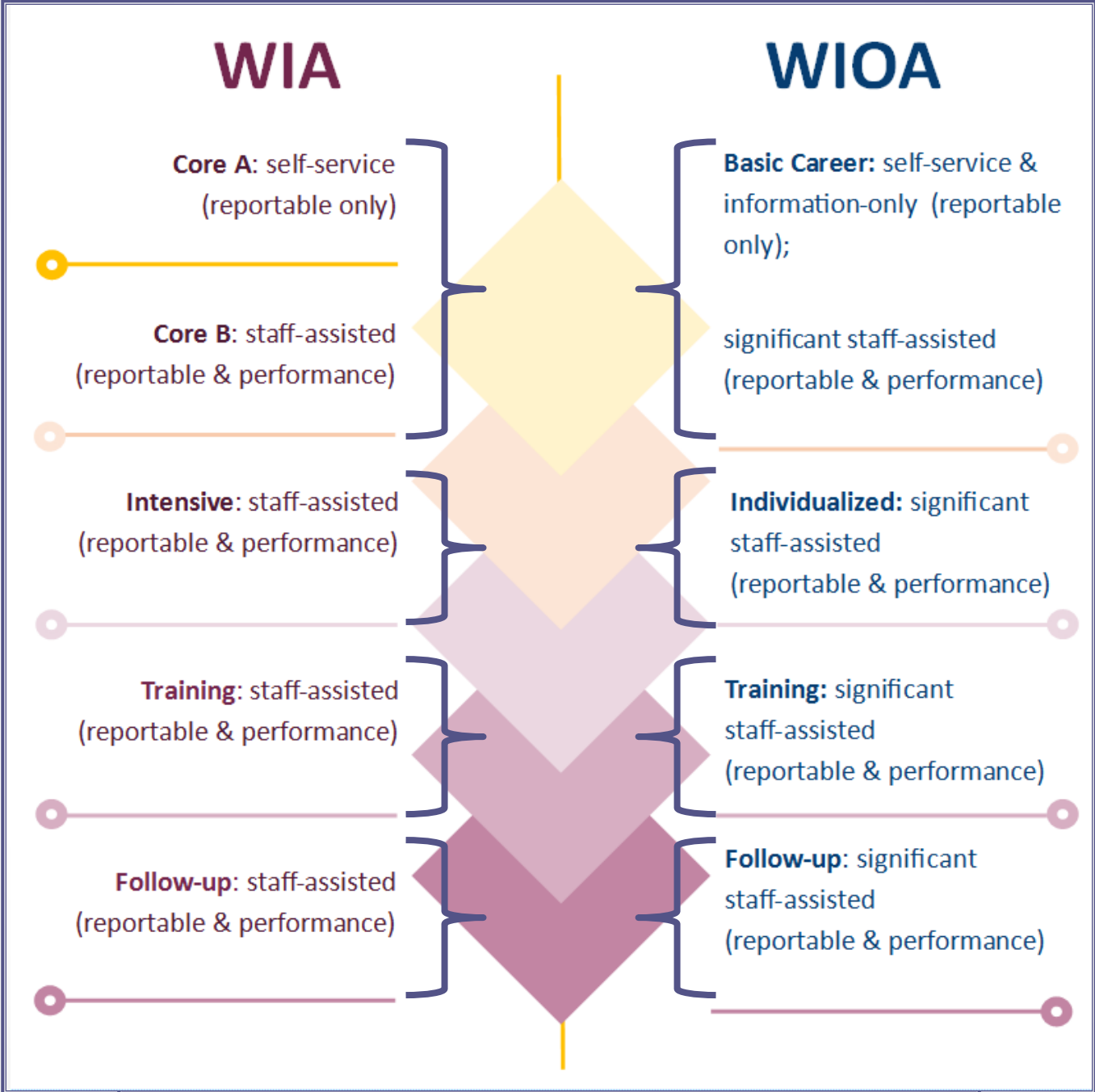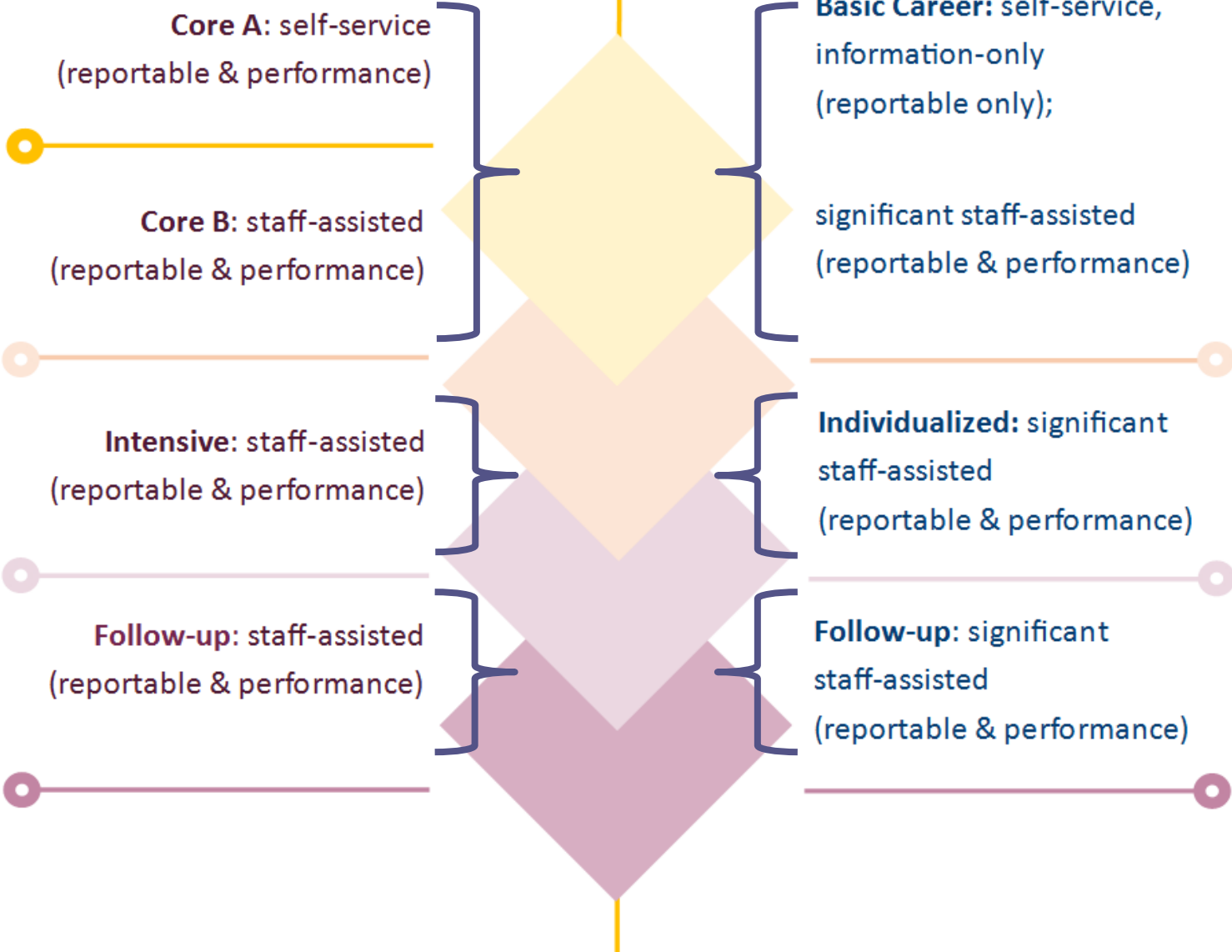
Who's in Performance?

WIA – Wagner-Peyser Services

1,000,000 Clients

800,000 Self-Service

200,000 Staff-Assisted

Who's in Performance?

WIOA – Wagner-Peyser Services

1,000,000 Clients

800,000 Self-Service

200,000 Staff-Assisted

50,000 Minimal

150,000 Significant

Reporting Categories

Types of Service

Self-Service

Information-Only Service or Activity

Significant Staff Involvement Service or Activity

Reporting Categories

Types of Service

Self-Service

- Individual independently accesses workforce development system information and activities with very little-to-no staff assistance.

- This can be done in either a physical location, such as an AJCC resource room or partner agency, or remotely via the use of electronic technologies.

- Please note: not all virtually accessed services count as "self-service" (e.g. an online chat or a job-referral via email).

Reportable Only

Reporting Categories

Types of Service

Information-Only Service or Activity

Individual accesses readily available information that does not require assessment by staff member of the individual's skills, education, or career objectives.

Reportable Only

Reporting Categories

Types of Service

Significant Staff Involvement Service or Activity

Any other service or activity that requires an assessment by a staff member of the individual's skills, education, or career objectives.

Reportable and in Performance

Who's in Performance?

Reportable Individual

Individual who shows intent to use program services and who meets specific reporting criteria of the program, including an individual who:

- provides identifying information;
- only uses the self-service system; **or**
- receives information-only services or activities.

☑ **Reported**

✗ **In performance**

Participant

A reportable individual who has received services **other** than self-service or information-only services, after satisfying all applicable programmatic requirements such as eligibility determination.

☑ **Reported**

☑ **In performance**

Who's in Performance?

Reportable Individual

Individual who shows intent to use program services and who meets specific reporting criteria of the program, including an individual who:

- provides identifying information;
- only uses the self-service system; **or**
- receives information-only services or activities.

☑ **Reported**
✗ **In performance**

Participant (Youth)

A reportable individual who has received services **other** than self-service or information-only services, after satisfying all applicable programmatic requirements such as eligibility determination; **and**

- Objective assessment; **and**
- Individual service strategy; **and**
- Receives at least 1 of 14 WIOA youth program elements.

☑ **Reported**
☑ **In performance**

Who's in Performance?

Reportable Individual

I'm searching for information on in-demand occupations.

☑ **Reported**
☒ **In performance**

Participant

I'm here to attend a Resume Writing Workshop!

☑ **Reported**
☑ **In performance**

Who's in Performance?

Who's in Performance?

How do we know if a service makes them a Reportable Individual or a Participant?

WSIN17-09, Attachment 3

CalJOBS Activity Codes Detailed Listing - Individual

#	Activity Code Name	Adult/ DW	Youth	WP	JVSG	MSFW	TAA	Reporting Category	Exit Clock?	PIRL
108	Referred to WIOA Services (not training)			x	x	x		Basic Career Service (Self-Service Workforce Information Service)	NO	1113
109	Referred to Community Resource	x		x	x	x		Basic Career Service (Self-Service Workforce Information Service)	NO	1113
110	Attended Rapid Response	x		x		x		Housekeeping	NO	Not Reported
112	Job Fair	x		x		x		Basic Career Service (Self-Service Information-Only Activity)	NO	1100
114	Job Referral: Federal Contractor Job Listing (FCJL)	x		x	x	x		Basic Career Service (Staff-Assisted)	YES	1109, 1218

Program Exit

Exit is the **last date of service** for **all programs** and there are no future services scheduled. The date of exit, however, is not known until 90 days have lapsed in which no additional services are provided.

The **Exit Clock** refers to the 90 days in which an individual is not receiving any services. If no services are provided for 90 days, the individual is exited from the system.

Program Exit

Any additional services requiring significant staff involvement **do** restart the Exit Clock. Self-service, information-only, follow-up, and supportive services **do not** extend the Exit Clock.

The exit is initiated automatically by CalJOBS as soon as the 90 day Exit Clock has lapsed. Note: the exit date is the last date of service not the last day of the Exit Clock.

Program Exit

How do we know if a service restarts the Exit Clock?

WSIN17-09, Attachment 3

CalJOBS Activity Codes Detailed Listing - Individual

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Closure vs. Outcome

Closure

- Manually entered by staff
- Does not exit the client from the program
- Not required to exit the client from the program

Outcome

Exit

- System generated
- Also called "soft exit" or "common exit"

Exclusionary Outcome

- Other exit reason: incarceration, hospitalization, medical treatment, active military duty, ineligibility (VR only), death
- Manually entered by staff

Program Exit

How does this work in the system?

WP #199209 - Case Closed

LWIA:	25 - City of Oakland Community and Economic Development
Onestop:	898 - 03300 Oakland/Alameda (WSB)
Total Activities:	1

Application Date	09/05/2011
Participation Date:	09/05/2011
Closure Date:	N/A
Exit Date:	11/03/2011

WP #199209 - Case Closed

Exit / Outcome

Edit Exit/Outcome

Exit Date: 11/03/2011   **Exit Reason:** Soft Exit

Exclusionary Outcome

How does this work in the system?

WP #2238444 - Complete

LWIA:	29 - Sacramento Employment and Training Agency	Application Date	12/09/2016
		Participation Date:	12/09/2016
Onestop:	1073 - 05933 SETA Sacramento Co Employment and Training	Closure Date:	N/A
		Exit Date:	N/A
Total Activities:	11		

⊟ **Exit / Outcome**   N/A

Create Exit/Outcome

Exclusionary Outcome

Login Information

User ID:	32591
State ID:	31650
* Date of Exit:	12/12/2016 🗓 Today
* Local Workforce Investment Area:	Sacramento Employment and Training Agency ▾
* One Stop Location:	05902 Sacramento Employment Training Agency SETA ▾
SSN:	333-55-9999 Edit SSN

Exit Information

* Exit Reason: Institutionalized

Institutionalized
Health/Medical
Deceased
Reservist called to Active Duty
Relocated to Mandated Residential Prog

Actual Soft Exit Date:

Other Exit Description:

Program Exit Timeline

LEGEND
- Title III (WP)
- TAA
- Title I

04.01 Attended RESEA / Enrolled in Title III (WP)

04.05 Enrolled TAA / Ref. Title I – DW

04.05 Resume Workshop / Ref. TAA

04.10 Enrolled Title I – Job Seeker Asst.

06.05 Completed TAA Training

EXIT

90 Days w/ No Services

Exit Clock expires 09.28

07.01 Referred to employment

April   May   June   July   August   September
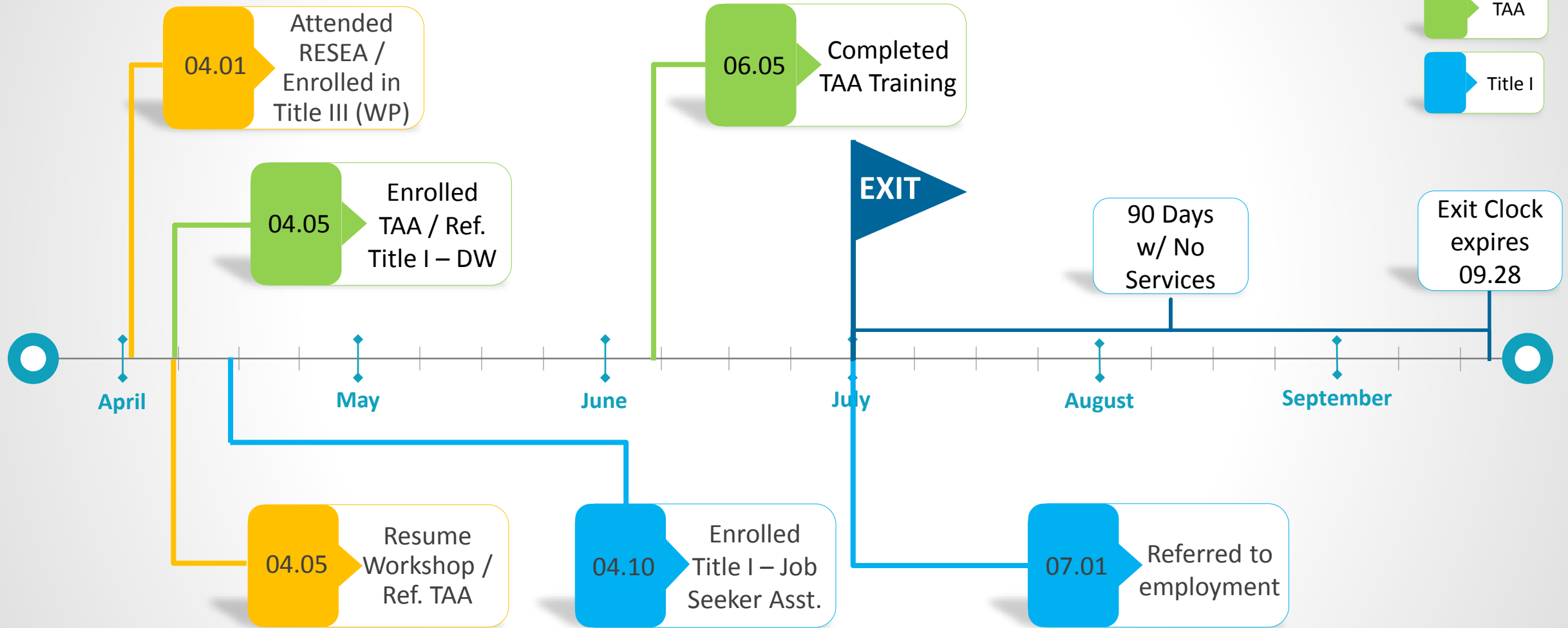
Exit date for Title I, Title III (WP), and TAA = 07.01

LESSON 2

Who's in Performance?

OBJECTIVES REVIEW

1. Distinguished "reportable only" services and activities from "performance" services and activities.

2. Distinguished "reportable individuals" and "participants."

3. Provided examples of reportable individuals and participants.

LESSON 3

Performance Indicators

OBJECTIVES

1. Provide an overview of the six performance indicators mandated by WIOA.

2. Explain the four performance indicators for the Title III Wagner-Peyser program in greater detail.

3. Offer examples of how the performance indicators are calculated.

Performance Indicators

1. Employment Rate in the 2nd Quarter after Exit

2. Employment Rate in the 4th Quarter after Exit

3. Median Earnings in the 2nd Quarter after Exit

4. Credential Attainment

5. Measurable Skill Gains

6. Effectiveness in Serving Employers

Performance Indicators – Title I Youth

1. Education and Employment Rate in the 2nd Quarter after Exit

2. Education and Employment Rate in the 4th Quarter after Exit

3. Median Earnings in the 2nd Quarter after Exit

4. Credential Attainment

5. Measurable Skill Gains

6. Effectiveness in Serving Employers

Performance Indicators – Title III Wagner-Peyser

1. Employment Rate in the 2nd Quarter after Exit

2. Employment Rate in the 4th Quarter after Exit

3. Median Earnings in the 2nd Quarter after Exit

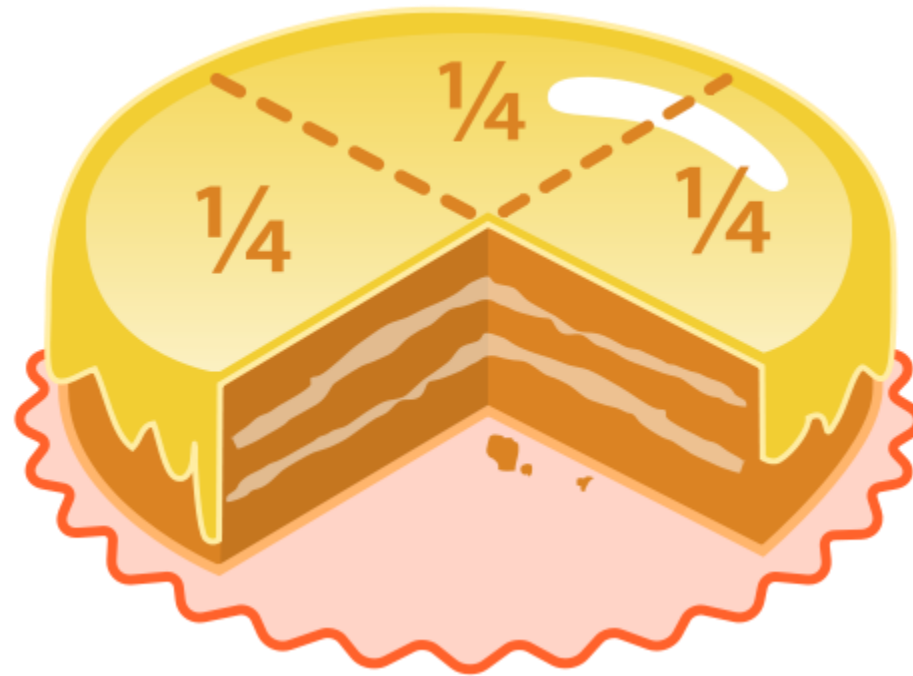4. Effectiveness in Serving Employers

5. Measurable Skill Gains

6. Effectiveness in Serving Employers

Vocabulary Review

Fractions

Numerator
―――――――――
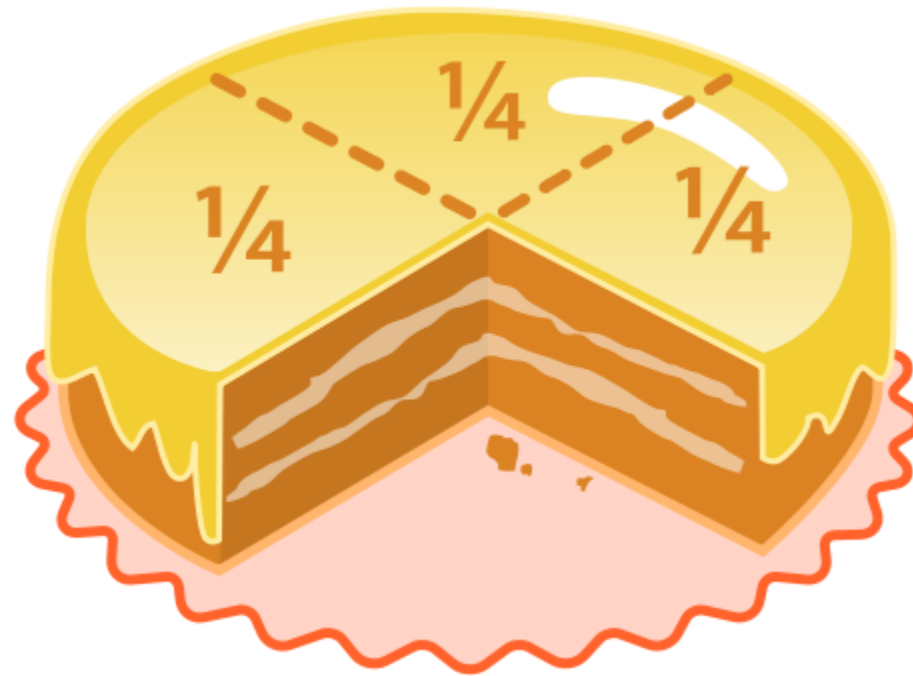Denominator

3 ← Slices remaining
―
4 ← Number of slices

1 ← Slices already eaten
―
4 ← Number of slices

Vocabulary Review

Fractions

$$\frac{\text{Numerator}}{\text{Denominator}}$$

$$\frac{3}{4} \quad \leftarrow \text{Numerator} \\ \leftarrow \text{Denominator}$$

$$\frac{1}{4} \quad \leftarrow \text{Numerator} \\ \leftarrow \text{Denominator}$$

Calculating Performance

Numerator

Of those in the denominator, the total number of participants that meet the requirements of the measure for a positive result.

Denominator

The total population of participants that are included in the measure.

Calculating Performance

Of the participants in this group, how many are orange?

$$\frac{\text{Numerator}}{\text{Denominator}}$$

$$\frac{3}{5} \xleftarrow{\hspace{1cm}} \text{Numerator}$$

$$\xleftarrow{\hspace{1cm}} \text{Denominator}$$

60%

Performance Indicators

1. Employment Rate in the 2nd Quarter after Exit

2. Employment Rate in the 4th Quarter after Exit

3. Median Earnings in the 2nd Quarter after Exit

4. Credential Attainment

5. Measurable Skill Gains

6. Effectiveness in Serving Employers

Employment Rate in the 2nd Quarter

$$\frac{\text{Numerator}}{\text{Denominator}}$$

Who is a positive? Participants who exited during the reporting period and are in unsubsidized employment during the 2nd quarter after exit.

Who is included? Participants who exited during the reporting period.

$$\frac{650}{1000}$$

Employment Rate in the 2nd Quarter

65%

Employment in the 2nd Quarter

Example

- Enters program **employed**.

- Receives basic career services requiring significant staff involvement.

- Stays employed throughout program participation.

- Remains employed during 2nd quarter after exit.

POSITIVE!

Employment in the 2nd Quarter

Example

- Enters program **unemployed**.
- Receives individualized career services.
- Gains employment during 2nd quarter after exit.

POSITIVE!

Performance Indicators—Title I Youth

1. Education and Employment Rate in the 2nd Quarter after Exit

2. Education and Employment Rate in the 4th Quarter after Exit

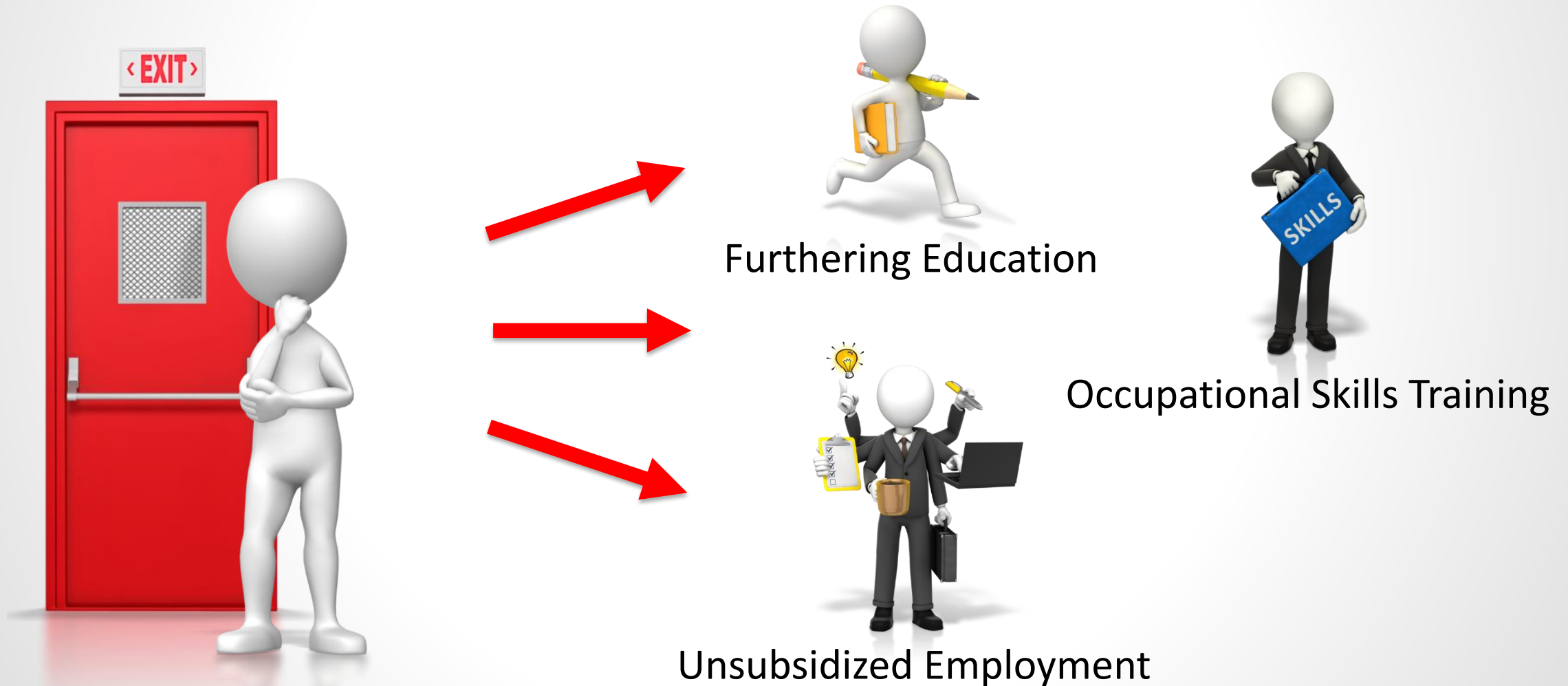3. Median Earnings in the 2nd Quarter after Exit

4. Credential Attainment

5. Measurable Skill Gains

6. Effectiveness in Serving Employers

Education and Employment Rate in the 2nd Quarter

Youth

Furthering Education

Occupational Skills Training

Unsubsidized Employment

Education and Employment Rate in the 2nd Quarter

Numerator | Who is a positive? Youth participants who exited during the reporting period and are in education, occupational skills training, or unsubsidized employment during the 2nd quarter after exit. | 750

Denominator | Who is included? Youth participants who exited during the reporting period. | 1000

Employment Rate in the 2nd Quarter

75%

Education and Employment Rate in the 2nd Quarter

Example: Youth

- Enters youth program right out of high school.
- Receives staff-assisted Title I services.
- Enters postsecondary education during 2nd quarter after exit.

POSITIVE!

Performance Indicators

1. Employment Rate in the 2nd Quarter after Exit

2. Employment rate in the 4th Quarter after Exit

3. Median Earnings in the 2nd Quarter after Exit

4. Credential Attainment

5. Measurable Skill Gains

6. Effectiveness in Serving Employers

Employment Rate in the 4th Quarter

Numerator	Who is a positive? Participants who exited during the reporting period and are in unsubsidized employment during the 4th quarter after exit.	650
Denominator	Who is included? Participants who exited during the reporting period.	1000

Employment Rate in the 4th Quarter

65%

Employment Rate in the 4th Quarter

Example

- Enters program **employed**
- Receives a new position during program.
- Employed during 4th quarter after exit.

Employment Rate in the 4th Quarter

Example

- Enters program **unemployed.**
- Receives employment.
- Loses employment during 1st quarter. after exit.
- Employed during 4th quarter after exit.

Performance Indicators—Title I Youth

1. Education and Employment Rate in the 2nd Quarter after Exit

2. Education and Employment Rate in the 4th Quarter after Exit

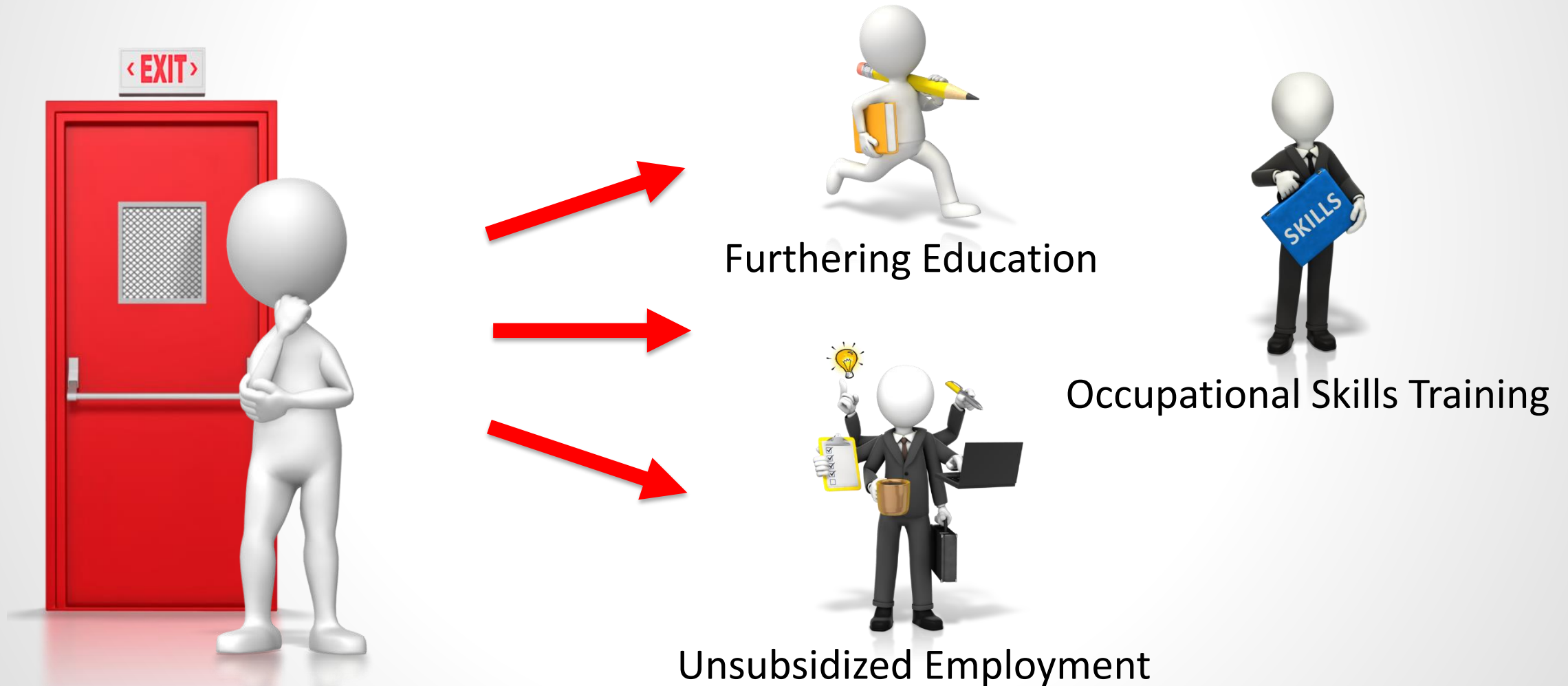3. Median Earnings in the 2nd Quarter after Exit

4. Credential Attainment

5. Measurable Skill Gains

6. Effectiveness in Serving Employers

Education and Employment Rate in the 4ᵗʰ Quarter

Youth

Furthering Education

Occupational Skills Training

Unsubsidized Employment

Education and Employment Rate in the 4th Quarter

Numerator	Who is a positive? Youth participants who exited during the reporting period and are in education, occupational skills training, or unsubsidized employment during the 4th quarter after exit.	750
Denominator	Who is included? Youth participants who exited during the reporting period.	1000

Employment Rate in the 4th Quarter

75%

Employment Indicators

How is this different than under WIA?

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
WIA Unemployed @ participation	✔	✔	✔	
WIOA Employed and unemployed @ participation		✔		✔

Performance Indicators

1. Employment Rate in the 2nd Quarter after Exit

2. Employment rate in the 4th Quarter after Exit

3. Median Earnings in the 2nd Quarter after Exit

4. Credential Attainment

5. Measurable Skill Gains

6. Effectiveness in Serving Employers

Vocabulary Review

Median vs. Average or Mean

AVERAGE/MEAN

The sum of all the numbers in a set divided by the amount of numbers in the set.

8, 6, 5, 3, 3, 2, 1

$$\frac{28}{7} = 4$$

MEDIAN

The middle point between of a number set, in which half the numbers are above the median and half are below.

9, 7, 5, 5, 3, 3, 1

9, 7, 5, 5, 3, 3, 1

Median Earnings

MEDIAN

The wage that is at the **midpoint** (of all wages) between the highest and lowest wage earned in the 2nd quarter after exit.

EARNINGS

Median = $5,000.00
Average = $9,214.29

EARNERS	
Person A	$3,500.00
Person B	$4,000.00
Person C	$4,500.00
Person D	$5,000.00
Person E	$7,500.00
Person F	$15,000.00
Person G	$25,000.00

$7,500 $5,000 $25,000 $4,500 $3,500 $4,000 $15,000
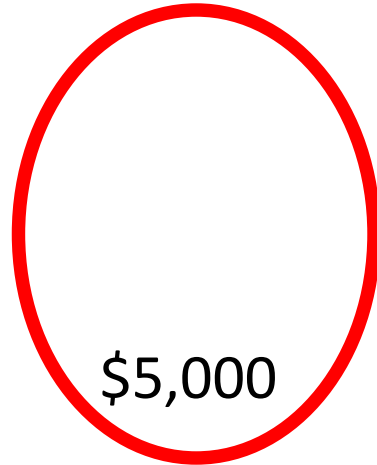
MEDIAN EARNER

$3,500 $4,000 $4,500 $5,000 $7,500 $15,000 $25,000

Median Earnings

How is this different than under WIA?

WIA

Average Earnings: Of those employed in the 1st, 2nd **and** 3rd quarters after exit, average of the earnings in the 2nd **and** 3rd quarters.

WIOA

Median Earnings: The median quarterly earnings of those employed in the 2nd quarter after exit.

CHANGE

- Earnings are based on 2nd quarter only, not the 2nd and 3rd quarters.

- Only requires employment in the 2nd quarter after exit.

- Calculates **median** earnings, rather than **average** earnings.

Performance Indicators

1. Employment Rate in the 2nd Quarter after Exit

2. Employment rate in the 4th Quarter after Exit

3. Median Earnings in the 2nd Quarter after Exit

4. Credential Attainment

5. Measurable Skill Gains

6. Effectiveness in Serving Employers

Effectiveness in Serving Employers

- "Baseline" for PY16 and PY17.

- Measured as a shared outcome across all six core program.

- Two of three types of measures:

  1. Retention with same employer in the 2nd and 4th quarters after exit

  2. Employer penetration rate

  3. Repeat business rate

- Pending guidance from California Workforce Development Board (CWDB) on the measures for California.

Reporting Guidance

Department of Labor documents with reporting periods can be found on the DOL ETA WIOA website at:

https://www.doleta.gov/performance/reporting/eta_default.cfm

For further questions about reporting and performance, you can contact the Program Reporting and Analysis Unit at WSBManagePerformance@edd.ca.gov

LESSON 3

Performance Indicators

OBJECTIVES REVIEW

1. Provided an overview of the six performance indicators mandated by WIOA.

2. Explained the first three performance indicators in detail.

3. Offered examples of how the performance indicators are calculated.