

Performance Reporting

WIOA: Adult and Dislocated Worker Program Year 2017

Desk Aid

This manual is a brief resource containing definitions of the six primary performance measures for the Workforce Innovation Opportunity Act (WIOA), Adult and Dislocated Worker Programs, and instructions on how to enter information in the Ohio Workforce Case Management System (OWCMS) related to these measures.

Please see <http://jfs.ohio.gov/owd/wioa/performance/index.stm> for additional information.

Questions?

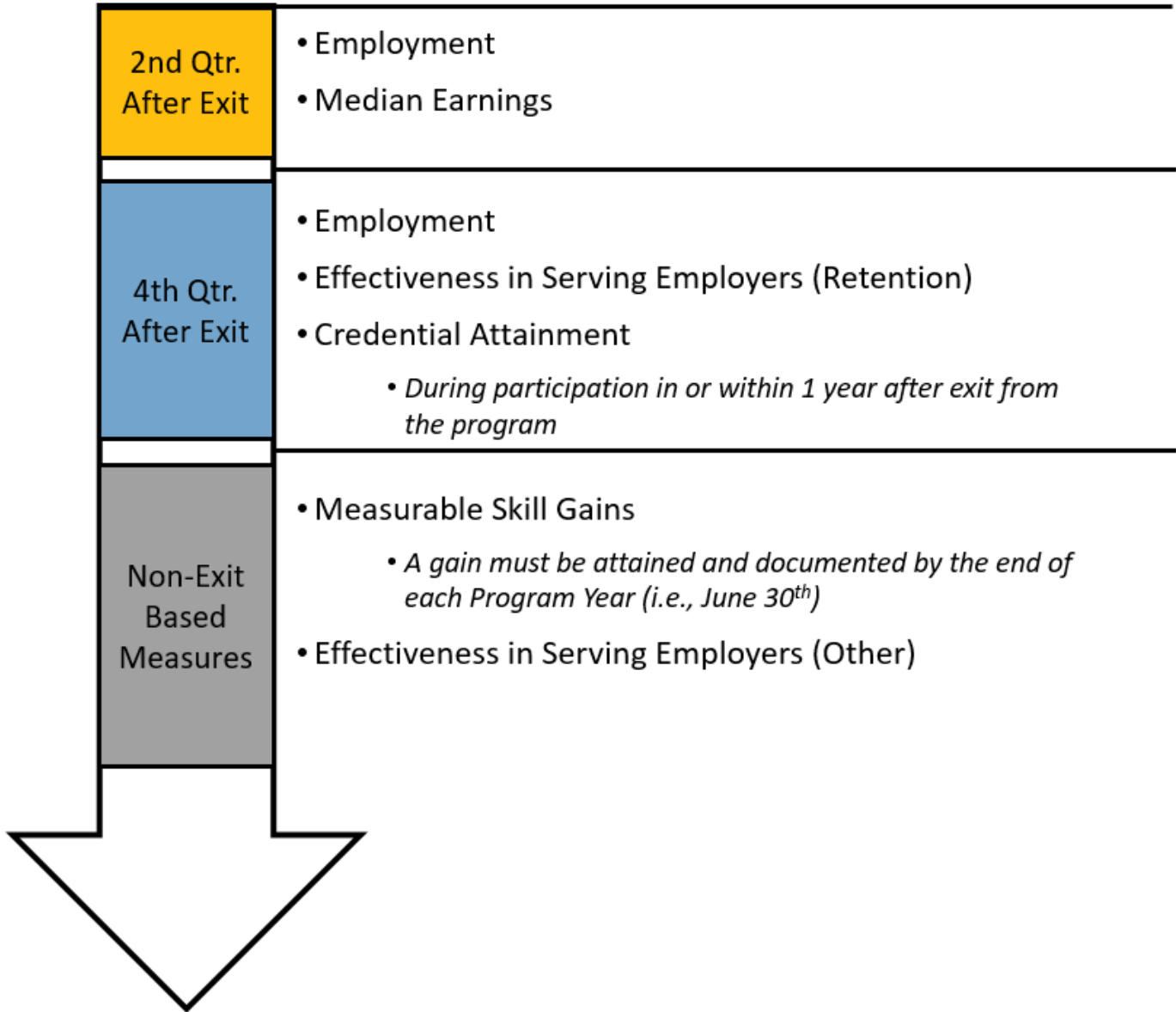
Contact OMJ-HELP-DESK@jfs.ohio.gov for OWCMS questions
and WIOAQNA@jfs.ohio.gov for WIOA questions.

Table of Performance Measures

Performance Measure	Workforce Area		Located on Page #
	Adults	Dislocated Workers	
Employment (2nd Qtr. After Exit)	√	√	5
Employment (4th Qtr. After Exit)	√	√	5
Median Earnings (2nd Qtr. After Exit)	√	√	6-7
Credential Attainment Rate	√	√	8-11
Measurable Skill Gains	√	√	12-19
Effectiveness in Serving Employers	√	√	20-21

When Performance Measures Are Evaluated

WIOA Adult and Dislocated Worker



Documenting Barriers to Employment

- **RECORD ALL BARRIERS** for each participant in OWCMS. Full documentation for the qualifying barrier (program eligibility) is required to enroll in the program. For documenting other barriers to employment, utilize self-attestation documentation or case notes (at a minimum).
- Remember that barriers should not be removed if overcome (e.g., if transportation is gained), but can be added later (e.g., if new issue with justice system or pregnancy).

How to Enter into OWCMS:

1. From the menu, click on **WIOA** then **Basic Intake**
2. Click on the **WIOA Data** tab
3. Fill out ALL barrier information

WIOA Provider Staff Functions Reports LMI Administrative Help

Basic Intake

Name: HOUSTON, WHITNEY 1.39.35

General Additional **WIOA Data** CCMEP/TANF Data Special Grant

Registration Data

Documented Reason for Youth Eligibility: LOW INCOME - FAMILY ASSISTANCE (SNA) Family Size: 5

Youth Barriers Documentation: PREGNANT OR PARENTING Family 6 Month Income: \$5,000.00

Individual 6 Month Income: \$1,000.00 [View Details](#)

Registered for Selective Service? Yes No Exempt

Public Assistance Recipient? Yes No [View Details](#)

Adult Low Income? Yes No

Dislocated Worker? Yes No [View Details](#)

Trade Eligible? Yes No [View Details](#)

Locked Out OH Worker? Yes No [View Details](#)

Interested in Oil & Gas Industry? Yes No

Local Use One:

Local Use Two:

Mini Use One:

Barriers Data

Individual With a Disability? Yes No [View Details](#)

Offender? Yes No

Runaway? Yes No

English Language Learner? Yes No

Behind Grade Level? Yes No

Basic Skills Deficient? Yes No [View Details](#)

Substance Abuse? Yes No

Single Parent? Yes No

Native or Primary Language: AMHARIC

English as a Second Language? Yes No

Homeless? Yes No

Subject to the Justice System? Yes No

Foster Child? Yes No

Pregnant? Yes No

Youth Requires Additional Assistance? Yes No

School Dropout? Yes No

Lacks Transportation? Yes No

Parenting? Yes No

Low Levels of English Literacy? Yes No

Additional Data

Pell Grant Recipient? Yes No

Employment – 2nd Quarter After Exit – 4th Quarter After Exit

Definition: The percentage of Adult/Dislocated Worker program participants in unsubsidized employment during the measurement quarter (2nd or 4th post-exit quarter) compared to all Adult/Dislocated Worker program participants who have exited (2nd or 4th post-exit quarter).

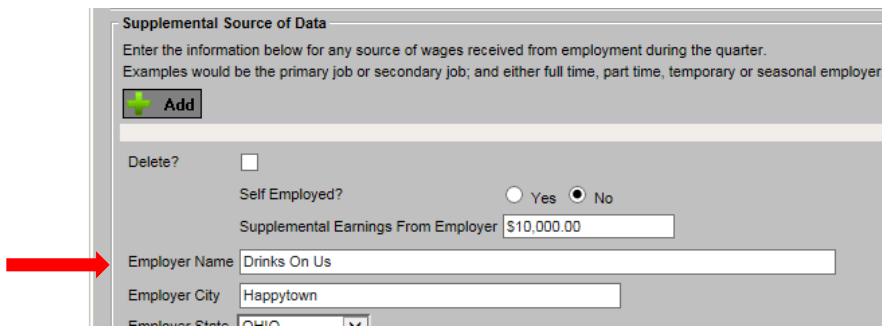
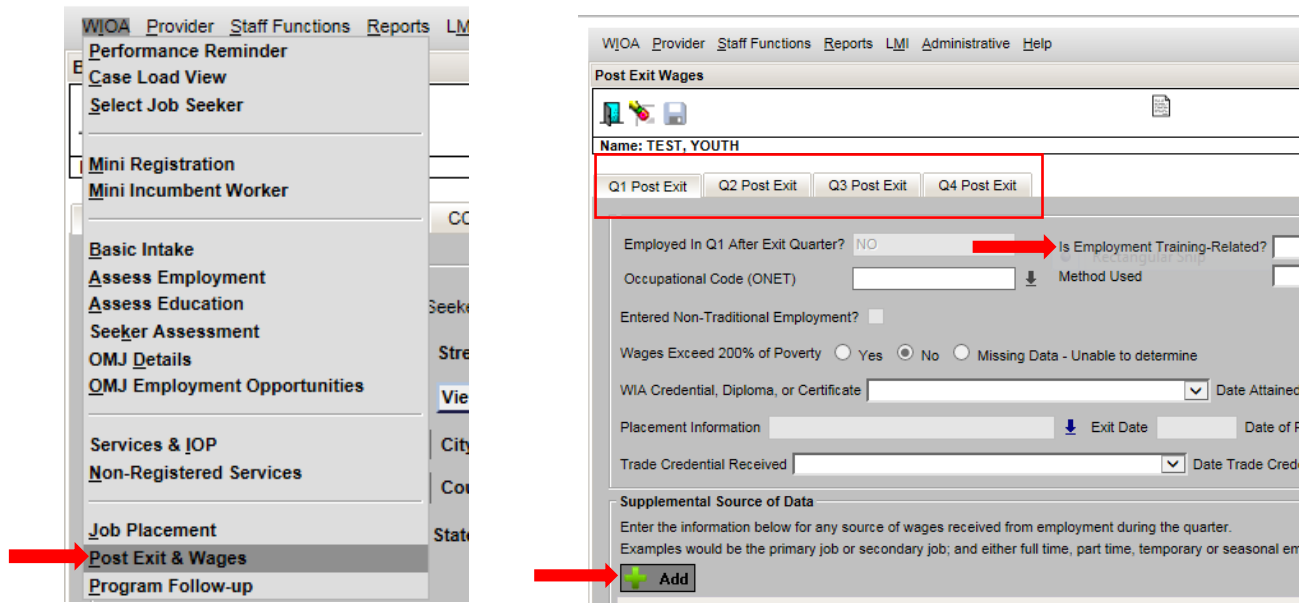
How to Enter into OWCMS:

1. From the menu, click on **WIOA** then **Post Exit & Wages**
2. Click on **Add** to enter employment information
3. Enter employer name, employer city, employer state, and if available, enter supplement earnings for the quarter
4. Under **Is Employment Training-Related?** option, choose the best response

If a participant is in the military or an apprenticeship, see page 6 for additional instructions.

NOTE:

- Do **not** use the **OMJ Employment Opportunities** screen for documenting post-exit employment! Using this screen will add a service, which may delay the participant’s exit.
- Employment and earnings for 2nd and 4th quarters after exit will be verified via wage record data from several different sources. Supplemental wages entered in OWCMS will only be used if other sources are unavailable.



For a Participant who is Military or Apprenticeship:
(In addition to steps 1-4 on page 5)

- 5. Click the ↓ next to **Placement Information**
- 6. Choose “In Military Service” or “In a Qualified Apprenticeship”

NOTE: If entering placement information, you must enter supplemental wage information.

The screenshot shows the 'Post Exit Wages' form in the WIOA software. The form includes fields for 'Employed In Q1 After Exit Quarter?' (set to YES), 'Is Employment Training-Related?' (set to YES), 'Occupational Code (ONET)', 'Method Used', 'Entered Non-Traditional Employment?' (checkbox), 'Wages Exceed 200% of Poverty' (radio buttons for Yes, No, Missing Data - Unable to determine), 'WIA Credential, Diploma, or Certificate' (dropdown), 'Date Attained', 'Placement Information' (dropdown with a red arrow pointing to it), 'Exit Date', 'Date of F...', 'Trade Credential Received' (dropdown), and 'Date Trade Cred...'. There is also a 'Supplemental Source of Data' section with an 'Add' button.

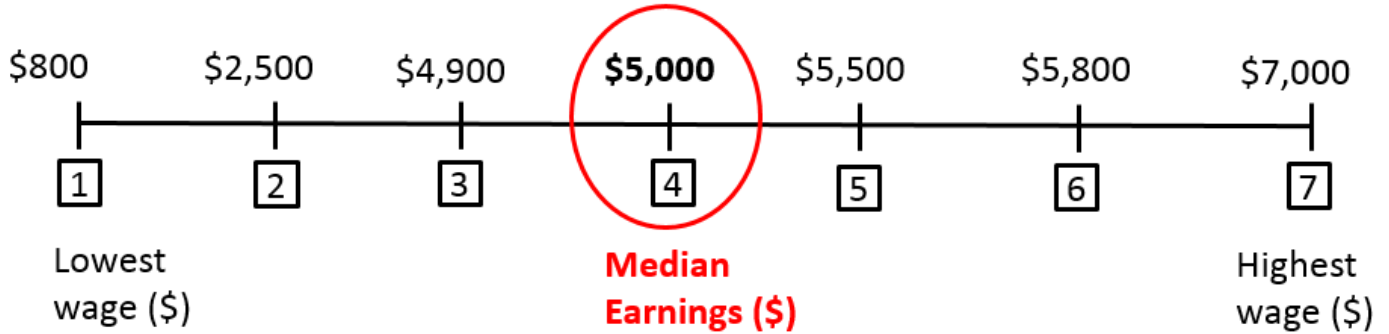
The screenshot shows the 'Placement Information' dropdown menu. The options are: IN POSTSECONDARY EDUCATION, IN ADVANCED TRAINING, IN MILITARY SERVICE, IN A QUALIFIED APPRENTICESHIP, and IN OCCUPATIONAL SKILLS TRAINING. There are 'Submit' and 'Cancel' buttons at the bottom.

Median Earnings – 2nd Quarter After Exit

Definition: The median earnings of program participants in unsubsidized employment in the 2nd quarter after exit. The median represents the mid-point between the value of the lowest wage reported and the value of the highest wage reported of the program participant’s cohort.

NOTE: Employment and earnings for 2nd after exit will be verified via wage record data from several different sources. Supplemental wages entered in OWCMS will only be used if other sources are unavailable.

To calculate the median earnings, order all the participants’ wages from lowest to highest and locate the middle one, which in the example below is \$5,000. **NOTE:** We will do this calculation for you!



How to Enter into OWCMS:

1. From the menu, click on **WIOA** then **Post Exit & Wages**
2. Click on **Add** to enter employment information
3. If available, calculate and enter supplement earnings for the quarter

How to calculate supplement earnings for the quarter:

When entering supplemental wages in OWCMS, enter only quarterly earnings.
To calculate quarterly earnings, multiply the following three items together:

Hourly Rate	X	Hours Worked Per Week	X	13 Weeks (in quarter)
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For example, \$10 per hour X 40 hours per week X 13 weeks = **\$5,200 quarterly wages**

NOTE:

- Do **not** put zero dollars (\$0) as amount earned in the **Supplemental Earnings From Employer** field. Wages are required for verified employment.
- The following sources of wage record data will be utilized to verify employment and wages:
 - Unemployment Insurance (UI)
 - Wage Record Interchange System (WRIS)
 - FEDES, U.S. Office of Personnel Management (OPM), U.S. Department of Defense (DOD)
 - If wage data is not available through these sources, the Department of Labor accepts Supplemental Wage Data to verify employment for these workers (supplied in OWCMS)
- Examples of occupations where wage records are not available and supplemental wages would be required:
 - Independent contractors, entrepreneurs, other non-IU employment (sales, clergy, railroad, etc.)

Credential Attainment Rate

Definition: The percentage of all program participants who attain a credential during participation or within 1 year after exit from the program out of those enrolled in education* or a training program leading to a recognized diploma, degree, or a credential†.

*If a participant attains a secondary school diploma or equivalent (e.g., GED), in order for it to count as a success in the measure, they must also be employed OR in an education/training program leading to a postsecondary credential within 1 year after exit.

†A credential consisting of an industry-recognized certificate or certification, a certificate of completion of a Registered Apprenticeship, or a license recognized by the State involved or Federal Government.

Resources for eligible credentials (or contact the WIOA help desk):

- <https://www.careeronestop.org/Credentials/Toolkit/find-certifications.aspx>
- https://wdr.doleta.gov/directives/attach/TEGL/TEGL_10-16_accessible_version.pdf (pages 12 - 16)

Which Adults/Dislocated Workers are included in the measure?

- Adult/Dislocated Workers:
 - Individuals provided with a training service that leads to a credential

There are several places in OWCMS where this information is entered, at any time during program participation. This information can be entered:

1. At program entry, if:
 - In school (either HS or less, Alternative school, or Post-HS)
2. During program enrollment, if received specific service(s):
 - Adult/Dislocated Worker:
 - Apprenticeship
 - Adult Education and Literacy Activities in Combination with Other Job Skills
 - Entrepreneurial Training
 - Occupational Skills Training/ITA
 - Occupational Skills Training
 - Skills Upgrading and Retraining
 - *NOTE: On-the-Job Training and customized training are services that are excluded from credential attainment*
3. At program exit, if:
 - In Education or Training

Who is included in the measure as part of the population eligible to earn a credential?

There are several ways for a participant to be included as part of the *population enrolled in education or training program leading to a recognized diploma, degree, or a credential*.

How to Enter into OWCMS:

1. Education at enrollment:

1. From the menu, click on **WIOA** then **Basic Intake**
2. Click on the **Additional** tab
2. Under **Educational Status**, choose status

2. During enrollment:

1. From the menu, click on **WIOA** then **Services & IOP**
2. Click **Add** to select a training service
3. Choose from one of the qualifying services

3. Post exit placement:

1. From the menu, click on **WIOA** then **Post Exit & Wages**
2. Click the **↓** next to **Placement Information**
3. Choose from the options to record placement information
4. Enter date into **Date of Placement** (*must be on or before exit date*)

How to document the attainment of a credential?

There are two ways to document if a participant attains a credential during participation or within 1 year after exit from the program.

1. On **Post Exit & Wages** screen:

- a. From the menu, click on **WIOA** then **Post Exit & Wages**
- b. Under **WIA Credential, Diploma, or Certificate**, choose the credential
(NOTE: The post graduate degree does not count towards a credential)
- c. Enter **Date Attained**

The screenshot shows the 'Post Exit & Wages' form. At the top, there are tabs for 'Q1 Post Exit', 'Q2 Post Exit', 'Q3 Post Exit', and 'Q4 Post Exit'. The form contains several input fields: 'Employed In Q1 After Exit Quarter?' (set to 'NO'), 'Occupational Code (ONET)', 'Entered Non-Traditional Employment?' (checkbox), 'Wages Exceed 200% of Poverty' (radio buttons for Yes, No, Missing Data), 'WIA Credential, Diploma, or Certificate' (dropdown menu), 'Placement Information', 'Trade Credential Received', and 'Supplemental Source of Data'. The dropdown menu is open, displaying a list of credential types. A red arrow points to the dropdown menu, and a red circle highlights the 'Date Attained' field next to it.

2. On **Services & IOP** screen:

- a. From the menu, click on **WIOA** then **Services & IOP**
- b. Under **WIA Credential, Diploma, or Certificate**, choose the credential
- c. Enter **Date Attained**

The screenshot shows the 'Services & IOP' form. At the top, there is a 'Training' dropdown set to 'APPRENTICESHIP'. Below this, there are fields for 'ONET Code' (51-4041.00), 'ONET Title' (Machinists), 'ONET Description', 'Actual Start Date' (10/09/2017), 'Planned End Date' (10/31/2018), and 'Actual End Date'. There are also fields for 'School', 'Age at Enrollment' (21), 'Pay For Performance' (checkbox), 'Leading to Credential' (YES), 'ITA' (checkbox), 'Planned Cost' (\$6,500.00), 'Actual Cost', 'Waiver', 'In-Demand' (checkbox), 'Local Area Demand' (85%), 'Instruction', and 'Non-Registered Services' (checkbox). The 'WIA Credential, Diploma, or Certificate' dropdown is set to 'Other Recognized Credential, Diploma, or Certificate'. A red arrow points to the dropdown, and a red circle highlights the 'Date Attained' field next to it.

Credential Attainment Rate: Special case for participants at secondary education level

If a participant attains a secondary school diploma or equivalent (e.g., GED), in order to count as a success in the measure, they must also be employed OR in an education/training program leading to a postsecondary credential within 1 year after exit. See examples below:

Question: Maria received tutoring and attained her GED. Is Maria a success for the credential attainment rate?

Answer: No. If Maria only earned her GED she is included in the credential attainment rate but is not yet a success for the measure. To be considered a success (and therefore be included in the numerator of the rate), she needs to attain her GED as well as be enrolled in postsecondary education or employment within 1 year after exiting the program.

Question: At program completion, Maria was enrolled in post-secondary at exit. Will she need to attain that credential as well to be successful in the credential attainment measure?

Answer: No. Only one credential is required to be successful in this measure. Maria already attained her GED and enrolled in post-secondary within 1 year after exit. As a result, her GED will count as an earned credential and she will be a success in the credential attainment rate.

Measurable Skill Gains

Definition: The percentage of program participants who attain a measurable skill gain out of all program participants who are enrolled in an education or training program leading to a recognized diploma, degree, or a credential[†] OR employment.

[†]A credential consisting of an industry-recognized certificate or certification, a certificate of completion of a Registered Apprenticeship, or a license recognized by the State involved or Federal Government.

Measurable Skill Gains is intended to capture progress and is not an exit-based measure. A gain must be attained and documented by the end of **each Program Year** (June 30th). For example, if a participant enrolled in training in July, they would have 12 months to show a gain. However, if a participant enrolled in June, they would have only 1 month to show a gain.

A participant can attain a measurable skill gain via one of the following:

1. Educational Functioning Level
 - Achievement of at least one educational functioning level, if receiving instruction below postsecondary education level
2. Secondary School Diploma or Equivalent
3. Secondary or Postsecondary Transcript/Report Card (for sufficient number of credit hours)
4. Training Milestone
 - Satisfactory progress report toward an established milestone from an employer or training provider
5. Skills Progression
 - Passage of an exam required for an occupation
 - OR
 - Progress attaining technical/occupational skills as evidenced by trade-related benchmarks

Who is eligible for which type of gain?

- If Participant is **Below Postsecondary**, then eligible for:
 - Educational Functioning Level Gain (#1)
 - Pre- and Post-Skills Assessment Test
 - Program Exit and Entry into Postsecondary Education
 - Secondary School Diploma or Equivalent (#2)
 - Secondary School Transcript (#3)
- If Participant is **in Postsecondary**, then eligible for:
 - Postsecondary School Transcript (#3)
 - Exam-based Benchmark or Credential (#5)
- If Participant is **in On-the-Job Training**, then eligible for:
 - Training Milestone (#4)
 - Successfully Complete OJT (#4)

Which Adults/Dislocated Workers are included in the measure?

- Adult/Dislocated Workers:
 - Individuals with a training service that leads to a credential OR employment

There are several places in OWCMS where this information is recorded and can be documented at any time during program participation. This information can be entered:

1. At program entry, if:
 - In school (either HS or less, Alternative school, or Post-HS)
2. During program enrollment, if received specific service(s):
 - Adult/Dislocated Worker:
 - Apprenticeship
 - Apprenticeship - OJT
 - Adult Education and Literacy Activities in Combination with Other Job Skills
 - Customized Training
 - Entrepreneurial Training
 - Occupational Skills Training/ITA
 - Occupational Skills Training
 - On-The-Job Training (OJT)
 - Skills Upgrading and Retraining
3. At program exit, if:
 - In Education or Training

Who is included in the measure as part of the population eligible to earn a measurable skill gain?

There are several ways for a participant to be included as part of the *population enrolled in education or training program leading to a recognized diploma, degree, or a credential OR employment.*

How to Enter into OWCMS:

1. Education at enrollment:

1. From the menu, click on **WIOA** then **Basic Intake**
2. Click on the **Additional** tab
2. Under **Educational Status**, choose status

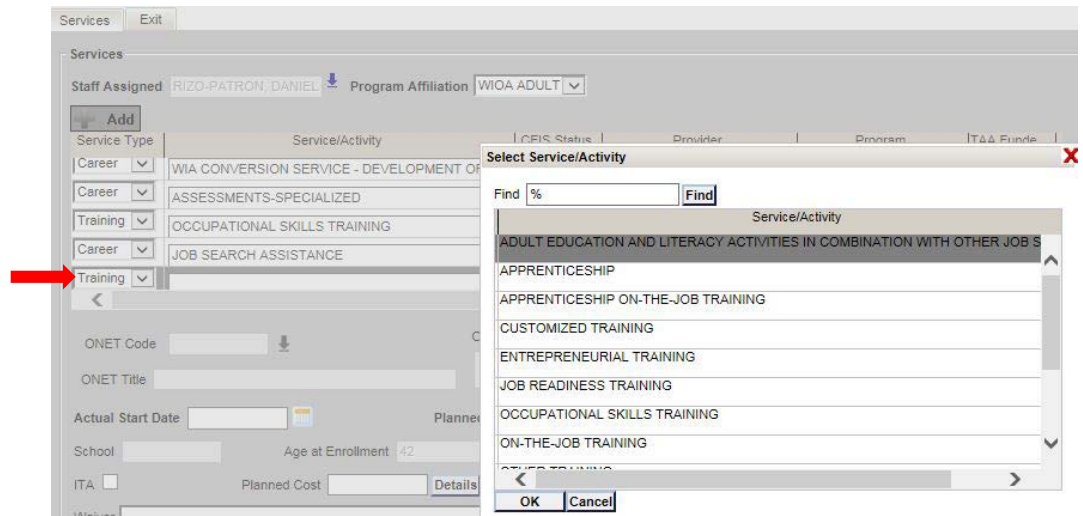
The screenshot shows the 'Basic Intake' form for a participant named HOUSTON, WHITNEY. The form is divided into several sections:

- General:** Includes fields for 'Current Claimant Status' (NOTHING CLAIMANT? NON EXHAUSTED), 'UI Status at Intake' (NOT CURRENT CLAIMANT AND NOT AN EXHAUSTED), 'Education Level' (BACHELORS DEGREE), 'Migrant Seasonal/Farmworker?' (Yes/No), 'Are you returning to Farmwork Employment?' (Yes/No), 'Have you served in US Military?' (Yes/No), 'Are you a Spouse of Veteran?' (Yes/No), and 'Homeless Veteran?' (Yes/No).
- Military Service:** A dropdown menu is set to 'NON-VETERAN'. Below it is a list of veteran statuses with 'Yes' and 'No' radio buttons: Special Disabled Veteran, Campaign Veteran, Disabled Veteran, Other Veteran, Eligible Person, Non-Veteran, Chapter 31 Veteran, Transitional Service Member, and Recently Separated Veteran.
- Active Duty Dates:** Fields for 'Start Date' and 'End Date'.
- Valid Driver's License:** Fields for 'State' (CALIFORNIA) and 'Class' (NON-COMMERCIAL), with 'Add' and 'Remove' buttons.

 A red arrow points to the 'Military Service' section.

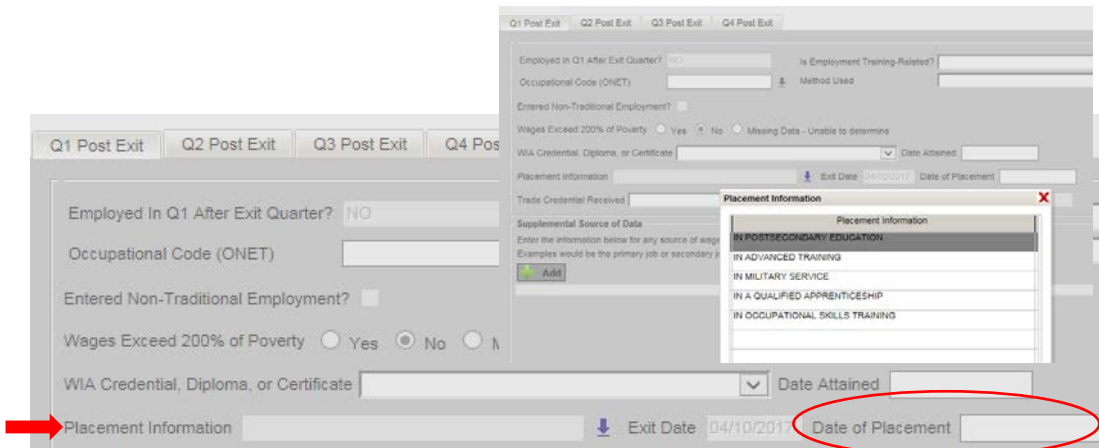
2. During enrollment:

1. From the menu, click on **WIOA** then **Services & IOP**
2. Click **Add** to select a training service
3. Choose from one of the qualifying services



3. Post exit placement:

1. From the menu, click on **WIOA** then **Post Exit & Wages**
2. Click the **↓** next to **Placement Information**
3. Choose from the options to record placement information
4. Enter date into **Date of Placement** (*must be on or before exit date*)



How to document the attainment of a measurable skill gain?

There are several ways to document if a participant attains a measurable skill gain during the program year.

1. Educational Functioning Level

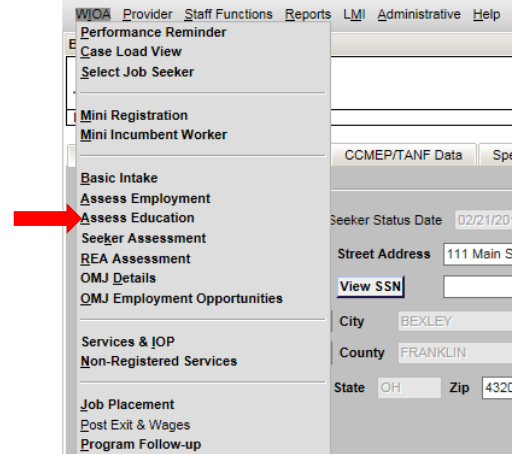
- **Definition:** Achievement of at least one educational functioning level, if receiving instruction below postsecondary education level
- Comparing initial educational functioning level, as measured by a pre-test, with the participant’s educational functioning level, as measured by a post-test
- OR

- Enrolling in postsecondary education and training during the program year if the participant exits a program below the postsecondary level
 - It is a gain because the participant is now at postsecondary level

How to Enter into OWCMS:

Gain for Educational Functioning Level based on Pretest and Posttest:

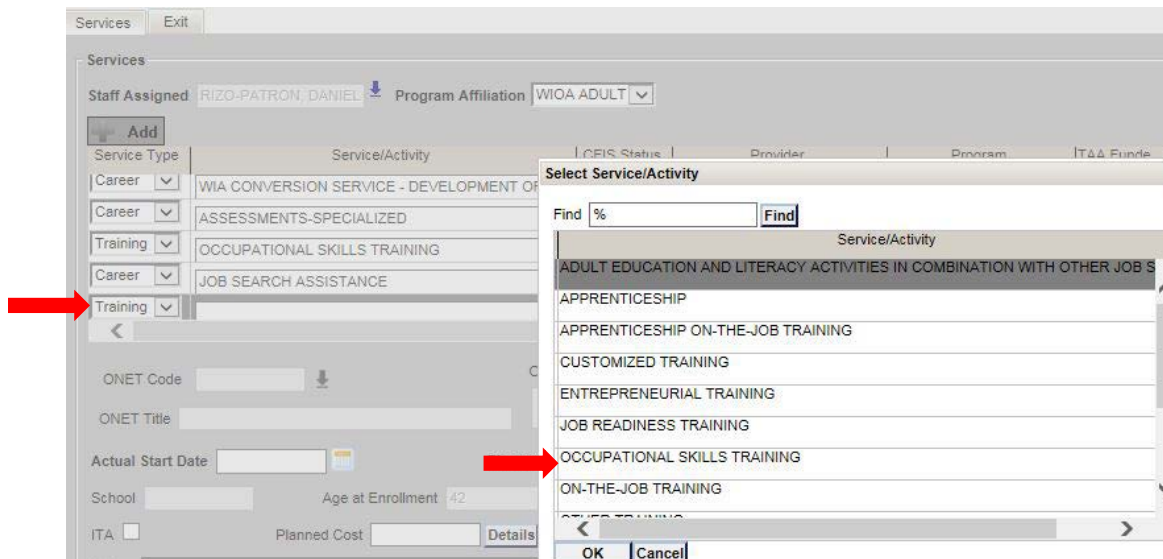
1. In the menu, click on **WIOA** then **Assess Education**
2. Click on the **Literacy and Numeracy** tab (NOTE: the name of this tab is outdated)
3. Enter the Pre-test and Post-test information



Test Name	Functional Area	Test Score	Educational Functioning Level	Grade Level	Test Date
TABE 9 M Complete Batter	Total Math	581	Low Adult Secondary Educa	10	11/13/2014
TABE 9 M Complete Batter	Total Math	455	Low Intermediate Basic Edu	4.4	09/15/2014

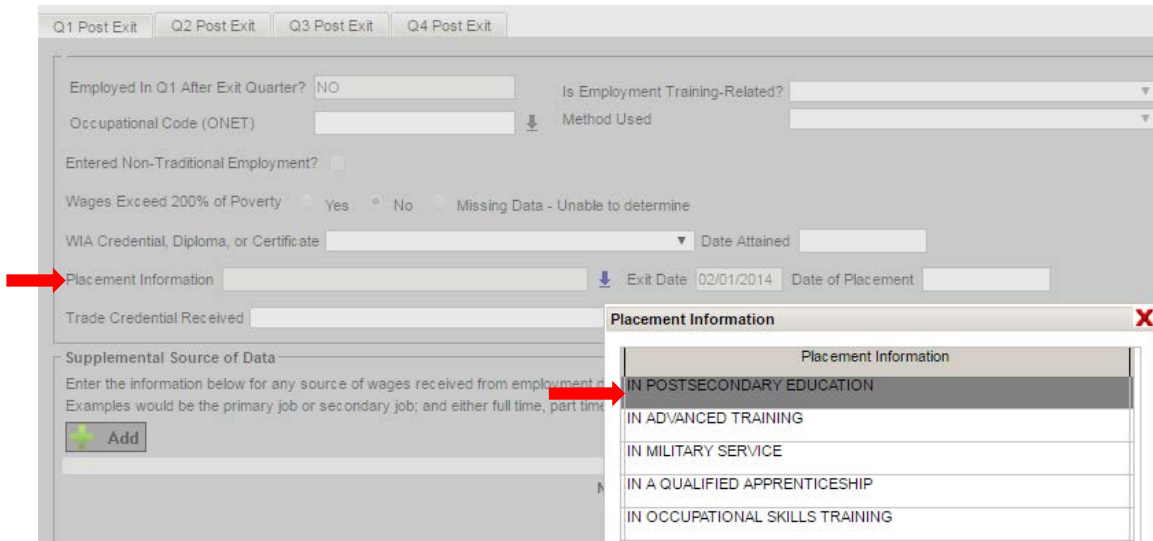
Gain for Educational Functioning Level based on enrolling in postsecondary education (2 ways to document)
 NOTE: Applies to youth if they are In-School or receiving Alternative Secondary School Offerings service

1. Gain occurs if enrolled in Occupational Skills Training, Occupational Skills Training/ITA, or Apprenticeship on the Services screen
 - a. From the menu, click on **WIOA** then **Services & IOP**
 - b. Click **Add** to select a training service
 - c. Under **Program Affiliation**, choose the program
 - d. Under **Service Type**, select **Training**
 - e. Choose from **Occupational Skills Training** or **Apprenticeship**



OR

2. Enrolled in postsecondary, apprenticeship, or occupational skills training on the Post Exit & Wages screen
 - a. From the menu, click on **WIOA** then **Post Exit & Wages**
 - b. Click the **↓** next to **Placement Information**
 - c. Choose **In Postsecondary Education**, **In a Qualified Apprenticeship**, or **In Occupational Skills Training**

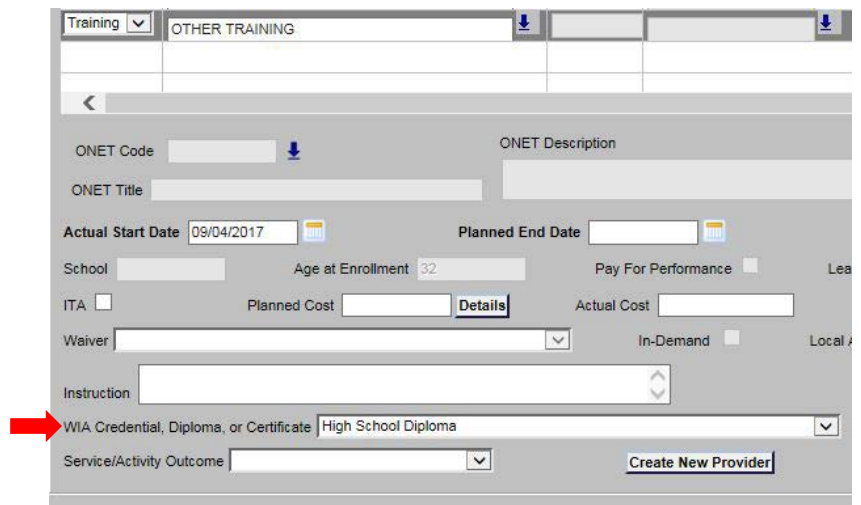


2. Attainment of secondary school diploma or equivalent

- **Definition:** Obtaining certification of attaining passing scores on a State-recognized high school equivalency test or earning a secondary school diploma or State-recognized equivalent through a credit-bearing secondary education program.

How to Enter into OWCMS - 3 ways to enter:

1. On the Services screen
 - a. From the menu, click on **WIOA** then **Services & IOP**
 - b. Under **WIA Credential, Diploma, or Certificate**, select **High School Diploma or GED**
 - c. Enter date in **Date Attained**



2. On the Post Exit & Wages screen
 - a. From the menu, click on **WIOA** then **Post Exit & Wages**
 - b. Under **Credential, Diploma, or Certificate**, select High School Diploma or GED
 - c. Enter date in **Date Attained**

Q1 Post Exit Q2 Post Exit Q3 Post Exit Q4 Post Exit

Employed In Q1 After Exit Quarter? Is En

Occupational Code (ONET) Meth

Entered Non-Traditional Employment?

Wages Exceed 200% of Poverty Yes No Missing Data - Un

WIA Credential, Diploma, or Certificate **Placement Information**

Trade Credential Received

Supplemental Source of Data

Enter the information below for any source of wage
Examples would be the primary job or secondary job

Placement Information

IN POSTSECONDARY

IN ADVANCED TRAINING

3. On the Assess Education screen
 - a. From the menu, click on **WIOA** then **Assess Education**
 - b. Under **Education History**, select High School Diploma or GED

Education History Literacy and Numeracy Skills Gain

Schooling

Education Level

Youth In School Out Of School

Has Seeker Dropped Out of School? Yes No

Learning Disabilities

Does Seeker Indicate Any Learning Disabilities? N/A Yes No

Describe

Language

Seeker's Primary Language

Is Seeker's English Speaking Ability Limited? Yes No

Degree/Certificate/Other

Add

Institution/Organization Delete

Type Degree Certificate Other

Completion Date Not Completed Currently Enrolled

Country City State

Degree

Major Minor

3. Secondary or postsecondary transcript for sufficient number of credit hours

➤ Definitions:

- **Secondary:** transcript or report card for 1 semester – passing 5 credit hours (or the number necessary to be on track to graduate for those in their senior year)
- **Postsecondary: transcript for** at least 12 credit hours per semester for full-time students, or for part-time students, a total of at least 12 credit hours over 2 completed consecutive semesters
 - Clock hours equivalent (e.g., for nursing): 450 hours = 12 semester credits

How to enter into OWCMS:

1. On the Assess Education screen
 - a. From the menu, click on **WIOA** then **Assess Education**
 - b. Click on the **Skills Gain** tab
 - c. Under **Skills Gain**, select **Secondary/Postsecondary Transcript/Report Card**
 - d. Enter date attained in **Date of Skill Gains**

The screenshot shows the OWCMS interface with three tabs: 'Education History', 'Literacy and Numeracy', and 'Skills Gain'. The 'Skills Gain' tab is active. Below the tabs, there is a 'Skills Gain' section with a dropdown menu. The dropdown menu is open, showing three options: 'Secondary/Post-Secondary Transcript/Report Card (WIOA)', 'Skills Progression', and 'Training Milestone'. A red arrow points to the first option, 'Secondary/Post-Secondary Transcript/Report Card (WIOA)'.

4. Satisfactory progress report toward an established milestone from an employer or training provider

- Completion of On-the-Job Training (OJT) or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training
- May include training reports on milestones completed as the individual masters the required job skills, or steps to complete an OJT
- Increases in pay resulting from newly acquired skills or increased performance can also be used to document progress

How to enter into OWCMS:

1. For a Training Milestone
 - a. From the menu, click on **WIOA** then **Assess Education**
 - b. Click on the **Skills Gain** tab
 - c. Under **Skills Gain**, select **Training Milestone**
 - d. Enter date attained in **Date of Skill Gains**

The screenshot shows the OWCMS interface with three tabs: 'Education History', 'Literacy and Numeracy', and 'Skills Gain'. The 'Skills Gain' tab is active. Below the tabs, there is a 'Skills Gain' section with a dropdown menu. The dropdown menu is open, showing three options: 'Secondary/Post-Secondary Transcript/Report Card (WIOA)', 'Skills Progression', and 'Training Milestone'. A red arrow points to the third option, 'Training Milestone'.

2. For a completed On-the-Job Training (OJT)
 - a. From the menu, click on **WIOA** then **Services & IOP**
 - b. Click **Add** to select On-the-Job Training
 - c. Under **Actual End Date**, make sure there is an actual end date
 - d. Under **Service/Activity Outcome**, select **Completed Successfully**

Training: ON-THE-JOB TRAINING

ONET Code: 51-9114.00

ONET Title: Packaging and Filling Machine Operators and Tenc...

ONET Description: Operate or tend machines to prepare industrial or consumer products for storage or shipment. Includes

Actual Start Date: 03/13/2017

Planned End Date: 07/31/2017

Actual End Date: 09/19/2017

School: [] Age at Enrollment: 27

Pay For Performance: [] Leading to Credential: NO

ITA: [] Planned Cost: \$3,500.00

Waiver: [] In-Demand: [x] Local Area Demand: []

Instruction: [] Non-Registered Services: []

WIA Credential, Diploma, or Certificate: [] Date Attained: []

Service/Activity Outcome: COMPLETED SUCCESSFULLY

5. Passage of an exam required for an occupation or progress attaining technical/occupational skills as evidenced by trade-related benchmarks, such as knowledge-based exams

- May include:
 - Passage of a component exam in a Registered Apprenticeship program
 - Employer-required knowledge-based exam
 - Satisfactory attainment of an element on an industry or occupational competency-based assessment
 - Other completion tests necessary to attain a credential (e.g., exam-based credential, such as nurse aid certificate (STNA), commercial driver’s license (CDL), etc.)

How to Enter into OWCMS:

1. From the menu, click on **WIOA** then **Assess Education**
2. Click on the **Skills Gain** tab
3. Under **Skills Gain**, select **Skills Progression**
4. Enter date attained in **Date of Skill Gains**

Education History | Literacy and Numeracy | Skills Gain

Skills Gain

Skills Gain

Date of Skill Gains

Secondary/Post-Secondary Transcript/Report Card (WIOA)

Skills Progression

Training Milestone

Effectiveness in Serving Employers: Retention

Definition of Job Retention: The percentage of program participants employed by the same employer in the 2nd and the 4th quarters after exit, out of those employed in the 2nd quarter after exit. This is determined via state wage record data only.

NOTE: Employment verification for job retention will be confirmed via state wage record data for 2nd and 4th quarters after exit. The data for this measure will not come from OWCMS.

Effectiveness in Serving Employers: Other

Definition of Repeat Business Customers: The percentage of business establishments who received a service in the program year, and who utilized a service anytime within the previous three years; out of all area businesses at the establishment level during the program year who have received a service previously in the last three years.

How to enter into OWCMS:

To record services provided to employers, please see additional document titled, **OWCMS: EMPLOYER SERVICES** for instructions and screenshots. It is posted on the Performance Website:

<http://jfs.ohio.gov/owd/WorkforceProf/Docs/OWCMS-EmployerServices.stm>

Performance Definitions

Closing: When a participant completes all staff-assisted services, it is highly recommended that their case be Closed in OWCMS. Closing a participant's case allows case managers to select a reason for a participant's exit from their program and it grants immediate access to the "Post Exit and Wages" screens in OWCMS. The Post Exit and Wages screen is used to record if participant is employed after exit, participant wages, and attainment of a credential, etc.

Cohort: A group of participants who exited and are evaluated during the same time-period.

Exit: The date a participant has "exits" WIOA is the last day a staff-assisted service was provided. This means 90 days have elapsed since the participant received staff-assisted services (excluding self-service, informational, or follow-up) and NO future services have been scheduled other than follow-up. Follow up services may be utilized to ensure "exited" participants remain employed/enrolled in education/training or to assist with further post-exit services. For example, if a participant receives their last staff-assisted service on January 1, after 90 days if no enrolled services have been provided and nothing is scheduled except for follow up, the actual exit date is January 1. (The participant will be "exited" in OWCMS automatically.) If the participant received and/or scheduled staff-assisted services during this 90-day period, their exit date will no longer be January 1.

Performance Rates: To calculate performance rates, the numerator is the count of successful outcomes for an individual measure and the denominator is the total eligible population. For example, if we are calculating the rate of employment and 90 participants got a job out of 100 total participants, then $90/100 = 0.9$ and multiply by 100 to get a 90% performance rate.

Program Years: The period from July 1 through June 30 enumerated by the beginning years' date (e.g., Program Year 2017 (PY 2017) begins July 1, 2017 and ends June 30, 2018).

Program Quarters: Performance is measured quarterly (three-month increments): July to September (1st quarter), October to December (2nd quarter), January to March (3rd quarter), and April to June (4th quarter). Quarterly reporting is cumulative, meaning for example,

- The 1st quarter report includes 1st quarter participants;
- The 2nd quarter report includes both 1st and 2nd quarter participants;
- The 3rd quarter report includes 1st and 2nd and 3rd quarter participants;
- The 4th quarter reports includes 1st and 2nd and 3rd and 4th quarter participants.

Quarterly reports are informational and data reported can be corrected. Measurements are evaluated annually and determines performance accountability.

Wage Record: Wage record data sources are used to verify employment. These sources include Unemployment Insurance (UI), Wage Record Interchange System (WRIS), Federal Employment Data Exchange System (FEDES), U.S. Office of Personnel Management (OPM), U.S. Department of Defense (DOD), and Supplemental Data in OWCMS Post Exit and Wages. When using UI wage data, there is typically a two-quarter delay before data can be analyzed by the state for WIOA performance.