

# Fresno Regional Workforce Development Board

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## OPERATIONAL DIRECTIVE

FRWDB OD # 06-19, Revision A1

Date Released: October 24, 2019

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: October 24, 2019

Subject: WIOA Performance Guidance

Applicable Program: All

Revision History: Initial Release

This Revision A1 corrects a typo in one of the referenced ODs.

This OD references OD 09-17, Measurable Skills Gain, OD 14-18, CalJOBS Follow-up Process, OD 08-19, Youth Performance Goals, **OD 07-19** Adult Performance Goals.

This Operational Directive serves to outline the definitions needed to understand WIOA performance when using federal funds, and the mechanisms for calculating the six primary indicators of performance.

Participants who have received at least one clock re-starting WIOA service code are subject to WIOA Performance.

Participants exiting the program with an exclusionary exit code are excluded from performance calculations.

Service Providers are responsible for meeting or exceeding the Performance Goals as outlined in the current, applicable Performance Goals ODs.

The Performance Measures are:

<b>Adult/Dislocated Worker</b>
2 <sup>nd</sup> Quarter Post-Exit Employment Rate
4 <sup>th</sup> Quarter Post-Exit Employment Rate
2 <sup>nd</sup> Quarter Post-Exit Median Earnings
Credential Attainment Rate
Measurable Skills Gain

<b>Youth</b>
2 <sup>nd</sup> Quarter Placement Post-Exit Education & Employment Rate
4 <sup>th</sup> Quarter Placement Post-Exit Education & Employment Rate
Credential Attainment Rate
Measurable Skills Gain

## **Effectiveness in Serving Employers**

- Retention with the Same Employer
  - The number of participants with wage data who exit during the reporting period and were employed by the same employer during the second and fourth quarters after exit DIVIDED BY the total number of participants with wage data collected during Follow-up, who exit and were employed during the second quarter after exit.
- Repeat Business Customers
  - The total number of Bureau of Labor Statistics (BLS) Quarterly Census of Employment and Wages (QCEW) employers served during the current reporting period, and who have used qualifying WIOA core program services (OJT, IWT, TJ, WEX) in the current program year and in any of the three previous reporting periods DIVIDED BY the total number of establishments served during the current reporting period.

## **Adult/Dislocated Worker Definitions of Measures:**

- **2<sup>nd</sup> Quarter Post-Exit Employment Rate**

The number of program participants who exited during the reporting period who are found to be employed, either through direct Unemployment Insurance (UI) wage record match or supplemental wage information, in the second quarter after exit DIVIDED BY the total number of program participants who exited during the reporting period.

- **4<sup>th</sup> Quarter Post-Exit Employment Rate**

The number of program participants who exited during the reporting period who are found to be employed, either through direct Unemployment Insurance (UI) wage record match or supplemental wage information, in the fourth quarter after exit DIVIDED BY the total number of program participants who exited during the reporting period.

- **2<sup>nd</sup> Quarter Post-Exit Median Earnings**

The median earnings of program participants who are in unsubsidized employment during the second quarter after program exit.

- **Credential Attainment Rate**

The number of participants enrolled in an education or training program (excluding On-the-Job Training [OJT] or customized training) who attain a recognized postsecondary credential or a secondary school diploma or its recognized equivalent, during participation or within one year of program exit.

- **Measurable Skills Gain**

MSGs track a participant's *interim* progress. Therefore, it is intended to capture important education or training progressions based upon "real time." It is NOT an exit-based performance indicator. See OD 09-17 for details.

## **Youth Definitions of Measures:**

- **2<sup>nd</sup> Quarter Placement Post-Exit Education & Employment Rate**

The number of program participants who exited during the reporting period who are found to be employed, either through direct UI wage record match or supplemental wage information, OR found to be enrolled in secondary education, postsecondary education, or occupational skills

training in the second quarter after exit DIVIDED BY the total number of program participants who exited the program during the reporting period.

- 4<sup>th</sup> Quarter Placement Post-Exit Education & Employment Rate
- The number of program participants who exited during the reporting period who are found to be employed, either through direct UI wage record match or supplemental wage information, OR found to be enrolled in secondary education, postsecondary education, or occupational skills training in the fourth quarter after exit DIVIDED BY the total number of program participants who exited the program during the reporting period.
- **Credential Attainment Rate**
  1. Participants in Post-Secondary Education - The number of participants enrolled in an education or training program (excluding On-the-Job Training [OJT] or customized training) who attain a recognized postsecondary credential or a secondary school diploma or its recognized equivalent, during participation or within one year of program exit.
    - Title I Out-of-school Youth in one of the following are included in this indicator:
      - Occupational Skills Training
      - Secondary or postsecondary school attendance school during participation
      - Title II-funded Adult Education at or above the 9th grade level
      - YouthBuild during participation
      - Job Corps during participation
  2. Participants in Secondary Education - The number of Youth participants who obtain a secondary school diploma, or its recognized equivalent, during the program or within one year (365 days) after exit AND who are either employed or enrolled in a postsecondary program leading to a recognized postsecondary credential within one year of program exit DIVIDED BY the total number of participants who enrolled in an education or training program (excluding OJT or customized training) who exited during the reporting period.
    - Title I Out-of-school Youth in one of the following are included in this indicator:
      - Occupational Skills Training
      - Secondary or postsecondary school attendance school during participation
      - Title II-funded Adult Education at or above the 9th grade level
      - YouthBuild during participation
      - Job Corps during participation

- **Measurable Skills Gain**

MSGs track a participant's *interim* progress. Therefore, it is intended to capture important education or training progressions based upon "real time." It is NOT an exit-based performance indicator. See OD 09-17 for details.

### **Allowable Credentials**

The following are types of recognized postsecondary credentials:

- Occupational licensure (e.g. Certified Nursing Assistant license).
- Occupational certificate, including Registered Apprenticeship and Career and Technical Education educational certificates.
- Occupational certification (e.g. Automotive Service Excellence certification).
- Other recognized certificates of industry/occupational skills completion sufficient to qualify for entry-level or advancement in employment.

### **Not Allowable Credentials**

The following are examples of credentials/certificates that are not recognized postsecondary credentials:

- Occupational Safety and Health Administration 10-hour course on job-related common safety and health hazards (OSHA 10).
- Microsoft Office, Customer Service, and/or General Office.
- National Career Readiness Certification.
- National Retail Federation Credentials.
- ServSafe Food Handler's Certification.
- Cardio Pulmonary Resuscitation (CPR) Certification.

If there are any questions, please contact the FRWDB Program Manager.