

Section 7

Performance Measures

Overview

Introduction

To comply with Workforce Innovation and Opportunity Act (WIOA), the Employment Development Department (EDD) is required to submit accurate participant reports and validated individual participant data to the Department of Labor (DOL) on a quarterly and annual basis. DOL utilizes this data to assess the effectiveness of the State and subrecipients in achieving positive outcomes for individuals served under the core and non-core programs.

References

This handbook chapter contains mandates and guidelines stated in:

- WIOA regulations, signed into law in 2014,
- Code of Federal Register (CFR) Title 20 Part V and Part VI, and
- State directives received from the Department of Labor (DOL) and/or Employment Development Department (EDD) as outlined in the table below.

DOL		EDD
Training and Employment Guidance Letters (TEGL) and Training and Employment Notice (TEN)		Workforce Service Directives (WSD)
<ul style="list-style-type: none">• TEGL 10-16• TEGL 14-18• TEGL 23-19	<ul style="list-style-type: none">• TEN 24-23	<ul style="list-style-type: none">• WSD 19-09• WSD 23-03

In this section

This section contains the following topics:

Topic	See Page
Overview	7-1
Performance Measures	7-2
Performance Indicators	7-3
Effectiveness in Serving Employers	7-5

Performance Measures

Introduction

Workforce Innovation and Opportunity Act (WIOA) establishes performance measures and accountability indicators and performance reporting requirements to assess the effectiveness of states, local areas, and providers in achieving positive outcomes for individuals served by the Workforce Development Systems six (6) core programs.

Six core programs

The six (6) core programs in WIOA are as follows:

- WIOA Title I, which includes 3 programs:
 - Adult,
 - Dislocated Worker, and
 - Youth.
 - WIOA Title II – Adult Education and Family Literacy Act (AEFLA) program
 - WIOA Title III – Employment Service program
 - WIOA Title IV – Vocational Rehabilitation (VR) program
-

Performance measures

WIOA requires San Bernardino County achieve certain performance outcomes for the WIOA funded programs. The five (5) common measures are:

- Placement in employment in the 2nd/4th quarter or education
 - Median Earnings – 2nd quarter after exit
 - Credential attainment
 - Measurable Skills Gains:
 - Educational Functioning Level (EFL)
 - Secondary School Diploma
 - Transcript/Report Card
 - Progress towards established milestones
 - Skills Progression (passage of an exam)
 - Effectiveness in Serving Employers
 - Retention with the same employer
 - Repeat Business customers
-

Performance Indicators

Introduction

Under section 116(b)(2)(A) of Workforce Innovation and Opportunity Act (WIOA) and Code of Federal Regulation (CFR) 677.155, there are six (6) primary indicators of performance:

- Employment Rate – 2nd Quarter after exit
 - Employment Rate – 4th Quarter after exit
 - Median Earnings – 2nd Quarter after exit
 - Credential Attainment
 - Measurable Skill Gains
 - Effectiveness in Serving Employers
-

Employment Rate – 2nd Quarter after exit

Employment Rate – 2nd Quarter after exit is the percentage of customers who are in unsubsidized employment during the second quarter after exit from the program.

For Title I, the indicator is the percentage of customers in education or training activities, or in unsubsidized employment during the second quarter after exit from the program.

Employment Rate – 4th Quarter after exit

Employment Rate – 4th Quarter after exit is the percentage of customers who are in unsubsidized employment during the fourth quarter after exit from the program.

For Title I, the indicator is the percentage of customers in education or training activities, or in unsubsidized employment during the fourth quarter after exit from the program.

Median Earnings – 2nd Quarter after exit

Median Earnings – 2nd Quarter after exit is the median earnings of customers who are in unsubsidized employment during the second quarter after exit from the program.

Credential Attainment

Credential Attainment is the percentage of customers enrolled in an education or training program (excluding those in On-the-Job Training (OJT) and customized training) who attain a:

- Recognized post-secondary credential, or
- Secondary school diploma, or
- Recognized equivalent, during participation in or within one year after exit from the program.

A customer who has attained a secondary school diploma or its recognized equivalent is included in the percentage only if the customer is:

- Employed, or
 - Enrolled in an education or training program leading to a recognized post-secondary credential within one year after exit from the program.
-

Continued on next page

Performance Indicators, Continued

Measurable Skill Gains

Measurable Skill Gains (MSG) is the percentage of program customers who, during a program year, are in:

- An education, or training program that leads to a recognized post-secondary credential, or
 - Employment and are achieving MSG, defined as:
 - Documented academic,
 - Technical,
 - Occupational, or
 - Other forms of progress, towards a recognized post-secondary credential or employment.
-

Effectiveness in Serving Employers

WIOA sec. 116(b)(2)(A)(i)(VI) requires the Workforce Development Departments (WDD) to establish a primary indicator of performance for effectiveness in serving employers.

Note: Refer to the Effectiveness in Serving Employers section for additional information.

Effectiveness in Serving Employers

Introductions	<p>The Workforce Innovation and Opportunity Act (WIOA) establishes six (6) primary indicators of performance and the Departments of Labor (DOL), and Education defined the sixth (6th) performance indicator—effectiveness in serving employers. The sixth (6th) performance indicator is related to business services.</p>
Final Rule	<p>The final rule does not limit the type of wage information that must be used, thereby permitting the use of supplemental wage information in the definition of the effectiveness in serving employers performance indicator, and it specifies that the definition is measuring retention in unsubsidized employment.</p> <p>Effective March 25, 2024, the final rule officially defines the sixth (6th) performance indicator—Effectiveness in Serving Employers as “Retention with the Same Employer” in the:</p> <ul style="list-style-type: none">• Second (2nd) and 4th quarters following a participant’s exit from a WIOA core program, and• Requires reporting the indicator as a shared indicator across the six (6) core programs as required under WIOA section 116(b)(2).
Reporting measures	<p>There were three (3) Effectiveness in Serving Employer measures that were piloted by the DOL:</p> <ul style="list-style-type: none">• Retention with the Same Employer,• Repeat Business Customers, and• Employer Penetration. <p>The states have the flexibility to choose at least two (2) of these measures to report to the DOL; California (WSD 23-03) will report on:</p> <ul style="list-style-type: none">• Retention with the Same Employer, and• Repeat Business Customer. <p>These measures are designed to comprehensively gauge how well the state is serving employers. These measures are different than other performance measures in that they are not calculated for each program individually, but rather all data from the core programs are aggregated to produce one state-level figure.</p>
Retention with same employer	<p>The Retention with the Same Employer measure determines if WIOA core programs are serving employers effectively by improving the skills of their workforce and decreasing employee turnover.</p> <p>The state must report “Retention with the Same Employer” in the 2nd and 4th quarter after exit, and calculate it based on wage data for participants who are in the fourth quarter after exit. To be included in the calculation, a participant must have a:</p> <ul style="list-style-type: none">• Wage record match with the same employer State Tax ID number for the second and fourth quarters after exit, or• Supplemental wages with the same Federal Employer Identification Number (FEIN) in the 2nd and 4th quarters after exit.

Continued on next page

Effectiveness in Serving Employers, Continued

Repeat business customers

The Repeat Business Customers measure tracks the percentage of employers who have used qualifying core program services:

- In the current Program Year (PY), and
- Received in any of the three (3) preceding PYs.

This allows the state to determine if employers are sufficiently satisfied with the services from the core programs and become repeat customers, and to develop and maintain strong relationships with employers over extended periods of time.

Note:

- An employer who uses WIOA core program services more than once during the last three (3) reporting periods is only counted once in reporting.
- For employers with more than one (1) physical location, each location is counted as a separate establishment.
- Qualifying “Core Services” as defined in TEGL 10-16, Change 2, Attachment 4, Table B are:
 - Employer information and support services
 - Workforce recruitment assistance
 - Engaged in strategic planning/economic development
 - Accessing untapped labor pools
 - Training services
 - Incumbent Worker Training (IWT) services
 - Rapid Response/Business downsizing assistance
 - Planning Layoff response

Qualifying core services

The table below provides the reporting specifications for the qualifying cores services:

Services	Reporting Specifications
Employer Information and Support Services	<p>Establishment information services may be provided in a variety of service interventions including:</p> <ul style="list-style-type: none"> • Orientation sessions, • Workshops, or • Other business consultations (e.g., initial site visits). <p>Information and support services delivered to establishments through mass mailings or communications, “cold” calling or other follow-up contacts, and regular establishment newsletters, brochures, or publications are not reportable services under this category.</p> <p>Reportable services include, but are not limited to, providing information on:</p> <ul style="list-style-type: none"> • State and Federal tax credits or workforce investment incentives (State and Federal tax credits (WOTC) or workforce investment incentives), • Customized workforce information on State, regional and local labor market conditions, industries, occupations, and the characteristics of the workforce, skills businesses need, local employment dynamics information such as workforce availability, worker supply and demand, business turnover rates, job creation, and job identification of high growth and high demand industries, and • Proactive linkage and referral of establishments to community resources that support their workforce needs.

Continued on next page

Effectiveness in Serving Employers, Continued

Qualifying core services, continued

Services	Reporting Specifications
Workforce Recruitment Assistance	<p>Employers received workforce recruitment assistance from staff or remotely through electronic technologies. Activities include, but are not limited to, assisting employers to meet his/her human capital and skilled workforce needs by:</p> <ul style="list-style-type: none"> • Supporting employers' search for qualified candidates, • Securing information on job requirements and providing employers with One-Stop (AJCC) staff support for candidate screening and pre-employment interviews at the One-Stop Career Center (or affiliate site) or on site at the place of business, • Taking job order information and promoting the employment opportunities (e.g., advertising the opening to the workforce), • Conducting special recruitment efforts including out-of-area or out-of-state recruitment for candidates with special skills, • Organizing, conducting, and/or participating in job fairs, • Providing employers with meeting/workspace at the One-Stop Career Center (or an affiliate site) for screening or interviewing, • Conducting pre-employment testing, background checks and assistance in completion of the I-9 paperwork, and • Providing employers with job and task analysis services, and absenteeism analysis.
Engaged in strategic planning/Economic Development	<p>Employers who were engaged in either workforce investment strategic planning or business growth and economic development strategic planning.</p> <p>These activities could include, but are not limited to:</p> <ul style="list-style-type: none"> • Participating in community based strategic planning, • Sponsoring employer forums, • Securing information on industry trends, • Providing information for the purpose of corporate economic development planning, and • Partnering in collaborative efforts to identify workforce challenges and developing strategies to address those challenges.
Accessing untapped labor pools	<p>Established pipeline activities in partnership with the public workforce system. Activities include, but are not limited to:</p> <ul style="list-style-type: none"> • Outreach to youth, veterans, individuals with disabilities, older workers, ex-offenders, and other targeted demographic groups, • Industry awareness campaigns, • Joint partnerships with high schools, community colleges, or other education programs to improve skill levels, and • Programs to address limited English proficiency and vocational training.
Training services	Received publicly funded training assistance, including customized training and On-the-Job Training (OJT).
Incumbent Worker Training (IWT) services	Received publicly funded incumbent worker training assistance.

Continued on next page

Effectiveness in Serving Employers, Continued

Qualifying core services, continued

Services	Reporting Specifications
Rapid Response/ Business Downsizing Assistance	Received an initial on-site visit or contact to either: <ul style="list-style-type: none">• Discuss the range of rapid response services and other assistance available to workers and employers affected by layoff, plant closures, or natural disasters, or• Plan a layoff response following notification of a current or projected permanent closure or mass layoff, including natural or other disasters.as required by WIOA section 3(51) (A).
Planning Layoff Response	Received an initial on-site visit or contact to plan a layoff response following notification of a current or projected permanent closure or mass layoff, including natural or other disasters as required by WIOA section 3(51)(A).
