

Comprehensive Case Management and Employment Program Compilation of Technical Assistance Q&As Performance Measures

The Office of Workforce Development (OWD) in conjunction with the Offices of Family Assistance (OFA) and Fiscal and Monitoring Services (OFMS), have answered a variety of questions that have been asked through the CCMEPQNA email account. In an effort to share the most recent information and direction given, OWD is making available a transcript of all the questions that have been answered through the CCMEPQNA email account. This will help inform local officials and administrators and better assist in the delivery of Comprehensive Case Management and Employment Program (CCMEP) during the implementation phase.

Q: What are the intermediate performance measures?

A: “Intermediate measures for CCMEP are employment and credential-focused. Unlike primary performance measures, which are based on outcomes after a participant exits, intermediate measures capture impacts of services while participants are in the program. Intermediate measures fall into two categories: 1) those with performance standards; and 2) those without standards that provide demographic data and information about who is served by the program. Intermediate measures are described in further detail in CCMEP Procedure Letter #1.”

Q: As I understand it, we will be held accountable to both WIOA and CCMEP performance. Is this correct? What additional measures if any are you placing on CCMEP?

A. Yes.

What are primary performance measures?

A: CCMEP primary performance measures are based on WIOA youth performance measures and tracked at the lead agency (county) level. They include entry into unsubsidized employment, entry into unsubsidized employment, youth placement, credential attainment, median earnings, and job retention.

To capture the effectiveness of serving employers, CCMEP is using job retention as defined in the Workforce Success Measures dashboard established by the Office of Workforce Transformation and the Governor's Executive Workforce Board.

Lead agency performance in CCMEP will include each program participant that signs an individual opportunity plan (IOP) on or after July 1, 2016, regardless of which path (OWF; Prevention, Retention and Contingency; or WIOA Youth) the program participant took to get into CCMEP. The lead agency will determine which funding source is used (TANF and/or WIOA) to provide services to CCMEP program participants. Only those participants who receive a

WIOA-funded service will be part of the Department of Labor (DOL) –WIOA youth performance measures tracked at the local workforce area level.

Measuring CCMEP performance (although similar) is separate and distinct from measuring WIOA performance. In WIOA, local workforce area performance is based upon the number of individuals that received a WIOA-funded service; in CCMEP, performance is county-based and each lead agency will have performance standards measured based upon all individuals in CCMEP regardless of whether their services are paid for by WIOA or TANF.

Given the difference between the WIOA and CCMEP measurements (individuals having received a WIOA-funded service vs. individuals that received any-funded service), lead agencies will have an opportunity to negotiate its CCMEP performance standards with ODJFS. The local workforce development board and lead agencies must work together when negotiating the CCMEP measures in order to ensure that the CCMEP standard does not jeopardize the local area's ability to meet the WIOA youth negotiated measures.

Q: As I understand it, WIOA Youth is now CCMEP. If we are going to be held accountable to two different sets up measures ... WIOA and CCMEP ... why are there CCMEP measures in addition to WIOA measures when WIOA Youth is now CCMEP? Why not just WIOA measures since CCMEP = WIOA youth?

A: WIOA measures are measured on the workforce area level, while CCMEP measures are measured by county. When determining the performance standard at the county level, the local workforce development board and the county must be cognizant of a county standard will affect the performance for the local area as a whole.

Q: We are finalizing our plan and figuring out who to list as the Lead Agency's Performance and Data Management Contact in section 8.3. What kinds of questions do you anticipate being sent to this contact person?

A: Questions regarding performance and data will be sent to the lead agency's performance and data management contact.

Q: We have a participant who started out as a youth with an enrollment date of December 2013 ... graduated high school June 2015 ... we made her eligible as an adult in January 2016 so we could help with an ITA. She still has a youth activity "open" ...adult mentoring ... but is no longer receiving it. Since she still had an open youth activity as of July 1, I assume she counts in CCMEP ... correct?

A: Local areas were asked to review their youth cases prior to July 1, 2016, and close any youth activities that were no longer active. If you are saying this adult mentoring service is the only youth service that is open, and the participant is no longer receiving this youth service, you should go into OWCMS and enter the actual end date of that service. If the actual end date of that service is prior to July 1, 2016, the participant will not be counted in CCMEP.

Q: We have a participant who started out as a youth with an enrollment date of December 2013 ... graduated high school June 2015 ... we made her eligible as an adult in January 2016 so we could help with an ITA. She still has a youth activity "open" ...adult mentoring ... but is no longer receiving it. If

we end the youth activity then her enrollment in the youth program will close ... how and when will this impact youth performance ... CCMEP and WIOA?

A: It depends on the actual end date of the last service. If the end date is prior to July 1, 2016, the participant will only impact WIOA youth performance measures. If the actual end date is July 1, 2016 or later, the participant will be included in both sets of measures.

Q: Can you clarify the credential attainment performance measure? Does that mirror WIOA in that every youth who enters CCMEP without a high school diploma or GED will be included in this measure and will need to obtain this credential to meet this measure?

A: Only those in an educational or training program leading to a diploma, degree or credential are included in credential measure. This can be at enrollment (e.g., in-school youth) or during enrollment (e.g., receiving a training service that leads to a credential) or at exit. This is the same for WIOA and CCMEP.

Q: So just to make sure that I understand I will use this example. If a 20 year old youth without a GED or diploma comes into the program and has no interest in getting a diploma/GED- just wants employment, would this youth then not be included in the credential measure and not be considered negative in performance?

A: You are correct. However, please note that some local workforce areas require a person like you described to pursue a diploma or GED. You may wish to check on whether your local area has such a requirement.

Q: At what point to CCMEP participants begin counting in our numbers? In one training and presentation I have it says that when they sign their IOP they begin being part of our denominator and in my notes from another training it was said they begin counting once we actually spend money on them- can you please clarify which is correct?

A: Any individual who was grandfathered into CCMEP (i.e., they were being served prior to July 1, 2016) will be part of the CCMEP performance measures automatically. Also, after July 1, 2016, anyone who signs a CCMEP IOP will be part of the CCMEP performance measures.

(Please note that there will be separate, WIOA performance measures for those who receive WIOA-funded services. Those individuals become a part of WIOA performance measures when they are determined eligible to receive WIOA-funded services and actually receive a service.)

Q: When you say they were served- does this mean OWF clients too? How will these get into the denominator if when we bring them in to complete all steps and IOP they decide to sign off the cash?

A: When grandfathered OWF participants sign their IOPs, they become part of CCMEP performance measures.

Q: Do performance measures for CCMEP calculate individually per county or the area?

A: CCMEP Performance Standards are measured by Lead Agency/County. Each lead agency will have one set of common performance measures based on all

Individuals in CCMEP regardless of whether their services are paid for by WIOA or TANF.