Performance Reporting Desk Aid
CCMEP Youth

This manual is a brief resource containing definitions of the seven primary performance measures for the Comprehensive Case Management and Employment Program (CCMEP), including CCMEP youth funded by Workforce Innovation Opportunity Act (WIOA), Temporary Assistance for Needy Families (TANF), and co-funded, and instructions on how to enter information in the Ohio Workforce Case Management System (OWCMS) related to these measures.

*Entering performance data into OWCMS accurately and on a timely basis is critical to ensure all lead agencies receive reporting and performance credit for the CCMEP program.*


**Questions?**
Contact [CCMEPQNA@jfs.ohio.gov](mailto:CCMEPQNA@jfs.ohio.gov) for CCMEP questions and [OWCMS-Help-Desk@jfs.ohio.gov](mailto:OWCMS-Help-Desk@jfs.ohio.gov) for OWCMS questions.
# Table of Contents: Performance Concepts and Performance Measures

## Contents

- When Are Performance Measures Evaluated? ................................................................. 3
- Documenting Barriers to Employment ........................................................................ 4
- Excluding a CCMEP Case from Performance ............................................................... 5
- Closing a CCMEP Case in OWCMS .......................................................................... 7
- Education, Training, or Employment – At Exit .............................................................. 8
- Education, Training, or Employment – 2nd Quarter After Exit and 4th Quarter After Exit .......................................................... 9
- Median Earnings – 2nd Quarter After Exit .................................................................. 12
- Credential Attainment Rate ......................................................................................... 14
  - Which Youth are included in this measure? ......................................................... 14
  - How are participants identified in OWCMS? ................................................. 14
  - How do we document the attainment of a credential? .................................................. 17
- Measurable Skill Gains .............................................................................................. 20
  - Which Measurable Skill Gains can participants earn? ........................................... 20
  - Who is included in the Measurable Skill Gains measure? ..................................... 22
  - How do we identify whether a participant is in education/training and is included in the Measurable Skill Gains? .......... 22
  - How do we document attainment of Measurable Skill Gains? ................................. 25
    1. Educational Functioning Level ............................................................................ 25
    2. Secondary school diploma or equivalent ....................................................... 28
    3. Secondary or postsecondary transcript for sufficient number of credit hours .......................................................... 30
    4. Training Milestone .......................................................................................... 31
    5. Skills Progression .......................................................................................... 32
- Changing/Deleting a Skill Gain in OWCMS ................................................................. 33
- Effectiveness in Serving Employers: Retention ............................................................ 34
- Effectiveness in Serving Employers: Other ................................................................. 35
When Are Performance Measures Evaluated?

- **At Exit**
  - Education, Training, or Employment

- **2nd Qtr. After Exit**
  - Education, Training, or Employment
  - Median Earnings

- **4th Qtr. After Exit**
  - Education, Training, or Employment
  - Effectiveness in Serving Employers (Retention)
  - Credential Attainment
    - During participation in or within 1 year after exit from the program

- **Non-Exit Based Measures**
  - Measurable Skill Gains
    - A gain must be attained and documented by the end of each Program Year (i.e., June 30th)
  - Effectiveness in Serving Employers (Other)
Documenting Barriers to Employment

- **RECORD ALL BARRIERS** for each participant in OWCMS on Basic Intake screens and CCMEP assessment. 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, form JFS 03002, 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 there is a new issue with justice system or pregnancy).

- Barriers provide an indication of the type of hurdles participants face and how difficult a participant may be for a case manager to serve. Providing this information in OWCMS is beneficial to an area’s overall performance as DOL takes barriers into account when developing and running the statistical adjustment model.

**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
Excluding a CCMEP Case from Performance

- When a CCMEP participant meets one of the following criteria during participation and exits the program for this reason, they may be excluded from all CCMEP performance measures (OAC rule: 5101:14-1-07):
  - (1) Incarceration or institutionalization. The program participant is residing in an institution or facility providing 24-hour support (e.g., jail, prison, hospital, or treatment center) for at least a 90-calendar day period that includes the date of exit.
  - (2) Death. The program participant was not living on the date of exit.
  - (3) The program participant was exited from CCMEP because the program participant has been awarded social security disability insurance (SSDI) or supplemental security income (SSI) by the social security administration and has made an application for services with Opportunities for Ohioans with Disabilities (OOD).
  - (4) The program participant is in the foster care system as defined in 45 C.F.R. 1355.20(a) (01/2012) and exits the program because the program participant has moved from the local workforce area as part of such a program or system.
  - (5) The program participant exits because he or she is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 calendar days.

How to Enter into OWCMS:

**NOTE:** Must first end all services on the Individual Opportunity Plan (IOP) Screen

For exclusion reason (1, 2, 4 or 5) it may be entered as follows:
1. From the WIOA menu, click IOP
2. Click IOP under CCMEP (on left)
3. Click on Exit
4. Choose reason under Seeker Exit Reason
   a. For the reasons and definitions listed above:
      i. #1 = Institutionalized
      ii. #2 = Deceased
      iii. #4 = Relocated to Mandated Residential Program
      iv. #5 = Reservists Called to Active Duty
For exclusion reason (3) it may be entered as follows:

1. From the WIOA menu, click IOP
2. Click IOP under CCMEP (on left)
3. Click on Exit
4. Choose reason under Program Close Reason
   a. For the reason and definition listed above:
      i. 3 = Awarded SSI/SSDI and Made Application for Services with OOD

A close-up screenshot of the CCMEP Program Close Reason:

NOTE:

- Participants are not required to be excluded from performance. It is an option to put a participant on hold for up to 90 days for two times by adding a “Hold” service on the IOP.
- WIOA has slightly different performance exclusion reasons, including for Health/Medical reasons.
  o More information can be found in TEGL 10-16, Change 1 in Attachment 2:
    https://wdr.doleta.gov/directives/attach/TEGL/TEGL_10-16-Change1_Attachment_2_Acc.pdf
Closing a CCMEP Case in OWCMS

- When a CCMEP participant is no longer receiving CCMEP services, it is **required** to close this case and choose a close reason in OWCMS (OAC rule: 5101:14-1-06).

- When exiting or closing a case, choose one of four reasons to ensure the required notice is sent to the participant and that performance for your county/area is being reported accurately for participant status at exit:
  
  1. Successfully entered post-secondary education, military, or employment
     
     **NOTE:** Secondary education is also included in this close reason. OWCMS will be updated in the future to reflect this language.
  2. Awarded SSI/SSDI and made application for services with OOD (Also a performance exclusion)
  3. Not engaged in CCMEP services and activities *on at least five occasions*
  4. Not eligible for TANF or WIOA; or the lead agency lacks funding for which the program participant is eligible

**How to Enter into OWCMS:**

**NOTE:** Must first end all services on the Individual Opportunity Plan (IOP) Screen

1. From the WIOA menu, click IOP
2. Click IOP under CCMEP (on left)
3. Click on Exit
4. Choose reason under Program Close Reason

![A close-up screenshot of the CCMEP Program Close Reason:](image)

**Summary**

**Individual Service Strategy Date**

**Program Close Reason**

- Select Close Reason
- Successfully entered post-secondary education, military, or employment
- Awarded SSI/SSDI and made application for services with OOD
- Failed to utilize CCMEP services
- Not eligible for TANF or WIOA; lead agency shall issue a notice of adverse action
- Successfully entered post-secondary education, military, or employment

**Exit**
Education, Training, or Employment – At Exit

**Definition:** The percentage of youth program participants that are in education, training, or unsubsidized employment at the time of program exit (i.e., during the exit quarter), compared to all Youth program participants that have exited during the exit quarter.

**NOTE:** We can only verify employment at exit from information entered in OWCMS, so all CCMEP cases must be closed and given a close reason after ending services. Other sources of data to verify wages and employment cannot be utilized for the at Exit Measure, which differs from other post-exit employment measures.

**How to Enter into OWCMS:**

**NOTE:** Must first end all services on the Individual Opportunity Plan (IOP) Screen
1. From the WIOA menu, click IOP
2. Click IOP under CCMEP (on left)
3. Click on Exit
4. Choose reason under Program Close Reason
5. Under Program Close Reason, choose “Successfully entered post-secondary education, military, or employment”

A close-up screenshot of the CCMEP Program Close Reason:

- **NOTE:** Secondary education is also included in this close reason. OWCMS will be updated in the future to reflect this language.
Definition: The percentage of youth program participants in education, training, or unsubsidized employment during the measurement quarter (2nd or 4th post-exit quarter), compared to all youth program participants who have exited (2nd or 4th post-exit quarter).

NOTE: It is required that case managers: 1) provide follow-up services after the participant exits CCMEP and 2) collect and enter employment and/or education information every quarter after exit for the first year, even if employment or education information was entered during enrollment or while closing the case, and even if follow up services for career advancement are waived.

How to Enter into OWCMS:

For a Participant who is in Education or Training:
1. From the menu, click on WIOA then Post Exit & Wages
2. Select tab of post-exit quarter in which you are following up (NOTE: 2nd and 4th Post-Exit Quarters count towards performance)
3. Click the ▼ next to Placement Information
4. Choose from the options to record placement information
For a Participant who is Employed:

1. From the menu, click on WIOA then Post Exit & Wages
2. Select tab of post-exit quarter in which you are following up (NOTE: 2nd and 4th Post-Exit Quarters count towards performance)
3. Click on Add under Supplemental Source of Data to enter employment information
4. Enter employer name, employer city, employer state, and supplemental earnings for the quarter (see page 12 for information on how to calculate quarterly earnings)
5. Under Is Employment Training-Related? option, choose the best response

NOTE:
- A selection from the dropdown for ‘Placement Information’ is not required for employment that is not military or apprenticeship related.
- 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.
- Wages are REQUIRED to verify employment. 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 be used only if other sources are unavailable, but it is important to enter wages for every participant since there are some jobs where wages are not captured through state wage records.
For a Participant who is in the Military or Apprenticeship:

1. From the menu, click on WIOA then Post Exit & Wages
2. Select tab of post-exit quarter in which you are following up (NOTE: 2nd and 4th Post-Exit Quarters count towards performance)
3. Click the ↓ next to Placement Information
4. Choose “In Military Service”
   **NOTE:** Military service is employment, but currently the Federal Government does not provide information about military wages, so supplemental wages must be added.
5. Click on Add to enter employment information
6. Enter employer name as “Military” and supplemental earnings for the quarter (see page 12 for information on how to calculate quarterly earnings)
7. If in an apprenticeship, choose “In A Qualified Apprenticeship” and enter supplemental wages
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 in the participant exit cohort.

**NOTE:** Earnings may be entered in OWCMS as per quarter or per hour. Any entry of wages per hour will be counted for 40 hours a week.

**How to calculate supplemental earnings for the quarter:**

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

\[
\text{Hourly Rate} \times \text{Hours Worked Per Week} \times 13 \text{ Weeks (in quarter)}
\]

For example, $10 per hour \times 40 \text{ hours per week} \times 13 \text{ weeks} = \$5,200 \text{ quarterly wages}

**NOTE:**
- Do not put zero dollars ($0) as amount earned in the **Supplemental Earnings from Employer** field. Wages are required to verify employment.
- The following sources of wage record data will be utilized to verify employment and wages:
  - **Unemployment Insurance (UI) Data:** All employers subject to Ohio unemployment insurance laws are required to file quarterly reports with the state of Ohio detailing the wages paid to each employee. See more information here: [https://jfs.ohio.gov/ouio/uctax/UITaxForNewEmployers.stm](https://jfs.ohio.gov/ouio/uctax/UITaxForNewEmployers.stm)
  - **State Wage Interchange System (SWIS) Data:** SWIS is a data sharing tool jointly managed by the Department of Education and the Department of Labor that allows states to exchange employment and earnings data—wage data, for short— with other states. Therefore, if a participant is employed in a different state, Ohio will be able to verify their employment. See more information here: [https://www.dol.gov/agencies/eta/performance/swis](https://www.dol.gov/agencies/eta/performance/swis)
  - **Supplemental Wage Data:** If wage data is not available through these sources, the Department of Labor accepts Supplemental Wage Data to verify employment (which is supplied in OWCMS)
    - Examples of occupations where wage records are not available and supplemental wages would be required:
      - Military, independent contractors, gig-economy workers, entrepreneurs/self-employed, other non-IU employment (insurance sales, clergy, railroad, etc.)
How to Enter into OWCMS:

1. From the menu, click on WIOA then Post Exit & Wages
2. Click on Add under Supplemental Source of Data to enter in employer information
3. Calculate and enter earnings for the quarter and click button for Per Quarter or enter hourly wage and click button for Per Hour
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 at some point (even if not continuously) **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 CCMEP help desk):
- OWD Credential Checklist: https://jfs.ohio.gov/owd/WorkforceProf/Docs/CredentialClassificationChecklistTemplate.stm
- DOL resource for all credentials (NOTE: not all will meet credential definition) https://www.careeronestop.org/Credentials/Toolkit/find-certifications.aspx

Which Youth are included in this measure?
- All in-school youth
- Out of school youth in occupational skills training, secondary, or postsecondary while enrolled in the CCMEP program

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

1. At program entry if Educational Status is:
   - In school; High-School or less
   - In school; Alternative school
   - In school; Post-High School
2. During program enrollment, if received specific service(s):
   - Youth:
     - Alternative Secondary School Offerings
     - Apprenticeship
     - Occupational Skills Training
     - Occupational Skills Training/ITA
3. At program exit, if:
   - In Education or Training

How are participants identified in OWCMS?

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.
1. At Program Enrollment, 

If the Education Status selected is:

- In school; High-School or less
- In school; Alternative school
- In school; Post-High School

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

2. During Program Participation,

If the participant receives any of the following service(s)**:

- Apprenticeship
- Alternative Secondary School Offerings
- Occupational Skills Training
- Occupational Skills Training/ITA

1. From the menu, click on WIOA then IOP
2. Click IOP, under CCMEP (on left)
3. Click the Services tab
4. Under Youth Services section, to add a service click this button:  
5. Choose from one of the four qualifying services listed above
**Note:** Beginning in Program Year 2018, providing the “Tutoring, Study Skills, Drop Out Prevention” youth service will no longer solely indicate that the participant is in education or training. Participants in receipt of this service will not be automatically included in the Credential Attainment Rate and the Measurable Skill Gain. “Tutoring, Study Skills, Drop Out Prevention”, as an individual service, does not indicate whether the participant is in secondary or post-secondary education, therefore it is impossible to give credit for certain types of skill gains, such as the Educational Functioning Level gain. If a participant is receiving “Tutoring, Study Skills, Drop Out Prevention”, that participant must have a school status of in-school or have an additional service of “Occupational Skills Training” or “Alternative Secondary School Offerings” to be included in the Credential Attainment Rate and the Measurable Skill Gain.

3. **At Program Exit (when closing a case)**

   If the Education Status selected is:

   - In school; High-School or less
   - In school; Alternative school
   - In school; Post-High School

1. From the menu, click on **WIOA** then **IOP**
2. Click **Exit** (on left)
3. Under **Youth School Status at Exit**, choose status
How do we document the attainment of a credential?

There are three ways to document if a participant attains a credential during participation or within 1 year after exit from the program. A credential on any one of these places is sufficient.

1. **During Program Participation**

   Enter the credential in the Services tab on the IOP:
   
   a. From the menu, click on WIOA then IOP
   
   b. Click IOP, under CCMEP (on left)
   
   c. Click the Services tab
   
   d. Under Youth Services section, expand the training service by clicking this button: *(a) NOTE: Only available for Occupational Skills Training (OST) service*
   
   e. Under Credential, Diploma, or Certificate, choose the credential
   
   f. Enter Date Attained
2. **During Program Participation**

If participant completes a high school diploma/equivalent during participation, enter it in the Education Degrees and Certifications Details on the IOP.

On the IOP screen:
   a. From the menu, click on WIOA then IOP
   b. Click IOP, under CCMEP (on left)
   c. Under the Education Degrees and Certifications Details section is the Degrees/Certifications section
   d. Choose the credential from the Degree/Certifications dropdown
   e. Enter Completion Date

Options on the Degree/Certification dropdown menu:
3. After Program Exit

On Post Exit & Wages screen:
   a. From the menu, click on WIOA then Post Exit & Wages
   b. Under Credential, Diploma, or Certificate, choose the credential
   c. Enter Date Attained

*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 Measurable Skill Gains (MSG) indicator is the percentage of participants who, during a program year, are in an education or training program that leads to a High School Diploma or its Equivalency, a recognized postsecondary credential or employment and who are achieving documented academic, technical, occupational, or other forms of progress, towards such a credential or employment.

The Measurable Skill Gains measure 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 enrolls in training in July, they have 12 months to show at least one gain. Likewise, if a participant enrolls in June, they have 1 month to show at least one gain. Participant enrollment or service delivery should not be delayed until the start of a new program year even if there appears to be insufficient time for the participant to make at least one measurable skill gain by the end of that program year.

Participants may attain a measurable skill gain via one of the following:

1. Educational Functioning Level (see page 25)
   - Achievement of at least one educational functioning level, if receiving instruction below postsecondary education level

2. Secondary School Diploma or Equivalent (see page 28)

3. Secondary or Postsecondary Transcript/Report Card (for sufficient number of credit hours) (see page 30)

4. Training Milestone* (see page 31)
   - Satisfactory progress report toward an established milestone from an employer or training provider

5. Skills Progression (see page 32)
   - Passage of an exam required for an occupation
   - OR
   - Progress attaining technical/occupational skills as evidenced by trade-related benchmarks

**Which Measurable Skill Gains can participants earn?**

- If Participant is **Below Postsecondary**, they are eligible for any of the following measurable skill gains options:
  - Educational Functioning Level Gain (EFL) (#1)
    - Pre- and Post-Skills Assessment Test
    - Program Exit and Entry into Postsecondary Education
  - Secondary School Diploma or Equivalent (#2)
  - Secondary School Transcript (#3)
  - Exam-based Benchmark or Credential (#5)
  - Training Milestone (#4) (for Apprenticeship)

- If Participant is **in Postsecondary**, they are eligible for any of the following measurable skill gains options:
  - Postsecondary School Transcript (#3)
  - Exam-based Benchmark or Credential (#5)
  - Training Milestone (#4) (for Apprenticeship)

- If Participant is **enrolled in On-the-Job Training (OJT)***, they are eligible for the following measurable skill gains option:
  - Successfully Complete OJT (#4)
MEASURABLE SKILL GAINS SCENARIOS AND RECOMMENDED SKILL GAINS

Below Postsecondary
(E.g., in secondary school)

- Exam-based Benchmark or Credential
- Secondary School Diploma or Equivalent
- Secondary School Transcript
- Educational Functioning Level Gain
- Training Milestone

Pre- and Post-Skills Assessment Test
Program Exit and Entry into Postsecondary Education

In Postsecondary

- Participant in Postsecondary
  - Postsecondary School Transcript
  - Exam-based Benchmark or Credential
  - Training Milestone

On-the-Job Training

*NOTE: On-the-Job Trainings (OJT) for youth do not require a measurable skill gain since it is considered a youth career service and therefore is not subject to this performance measure. OJTs for Adult and Dislocated Workers are eligible for this gain (see WIOA Adult and Dislocated Worker Desk Aid for additional information).
Who is included in the Measurable Skill Gains measure?

CCMEP participants who are in education or training and working towards a credential or employment in the current program year are included in the Measurable Skill Gains measure. Participants who did not enter the CCMEP program in education or training OR are only receiving career services are not included in the MSG measure. In other words, not all CCMEP participants are included.

CCMEP Participants are included in the Measurable Skill Gains, if and only if, one or more of the following conditions are met during the current program year.

- In education
  - At Program Enrollment; “In school” education status at entry
  - During Program Participation; Receiving an education service
  - At Program Exit; (when closing a case); “In school” education status at exit
- In training
  - During Program Participation; Receiving a training service

<table>
<thead>
<tr>
<th>Stage of Participation</th>
<th>Indicates in Education</th>
<th>Indicates in Training</th>
<th>How to indicate education/training has ended*</th>
</tr>
</thead>
<tbody>
<tr>
<td>At Program Enrollment</td>
<td>“In school” Education status at entry</td>
<td>NA</td>
<td>• Recorded credential</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• ‘School Dropout?’ field on the Basic Intake – WIOA Data screen is equal to “Yes”</td>
</tr>
<tr>
<td>During Program Participation</td>
<td>Receiving education service</td>
<td>Receiving training service</td>
<td>• An Actual End Date on all education and training services</td>
</tr>
<tr>
<td>At Program Exit (when closing a case)</td>
<td>“In school” Education status at exit</td>
<td>NA</td>
<td>• Recorded credential</td>
</tr>
</tbody>
</table>

*If all options for education and training are ended and the participant continues to receive career services into the next Program Year, they will not be included in the Measurable Skill Gains the next Program Year.

How do we identify whether a participant is in education/training and is included in the Measurable Skill Gains?

There are several places in OWCMS where this information is recorded; participants may be included in the measurable skill gains (1) at enrollment, (2) during enrollment or (3) at program exit. There are several OWCMS data entries that are key to determining whether a participant is in education or training leading to a recognized diploma, degree, or a credential OR employment.
1. **At Program Enrollment** – if Education Status selected is:

- In school; High-School or less
- In school; Alternative school
- In school; Post-High School

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

2. **During Program Participation** – if participant receives specific service(s)**:

- Apprenticeship
- Alternative Secondary School Offerings
- Occupational Skills Training
- Occupational Skills Training/ITA

1. From the menu, click on WIOA then IOP
2. Click IOP, under CCMEP (on left)
3. Click the Services tab
4. Under Youth Services section, to add a service click this button:
5. Choose from one of the four qualifying services listed above
**Note:** Beginning in Program Year 2018, providing the “Tutoring, Study Skills, Drop Out Prevention” youth service will no longer solely indicate that the participant is in education or training. Participants in receipt of this service will not be automatically included in the Credential Attainment Rate and the Measurable Skill Gain. “Tutoring, Study Skills, Drop Out Prevention”, as an individual service, does not indicate whether the participant is in secondary or post-secondary education, therefore it is impossible to give credit for certain types of skill gains, such as the Educational Functioning Level gain. If a participant is receiving “Tutoring, Study Skills, Drop Out Prevention”, that participant must have a school status of in-school or have an additional service of “Occupational Skills Training” or “Alternative Secondary School Offerings” to be included in the Credential Attainment Rate and the Measurable Skill Gain.

3. **At Program Exit (when closing a case)** – if the Education Status selected is:
   - In school; High-School or less
   - In school; Alternative school
   - In school; Post-High School

1. From the menu, click on WIOA then IOP
2. Click Exit (on left)
3. Under **Youth School Status at Exit**, choose status
How do we document attainment of Measurable Skill Gains?

OWCMS captures a measurable skill gain(s) through one of two types: (1) automatic or system generated and (2) manual entry. As of April 2019, OWCMS automatically generates skill gains if specific data is entered in OWCMS (e.g., high school diploma). Other gains may still be entered manually on the Skill Gain tab. A gain can be documented in OWCMS at any time.

1. **Automatic/System-generated skill gains:** The following skill gains will be automatically populated on the “Skills Gain tab” immediately after the data is entered as described below:
   - Educational Functioning Level Gain (see page 25)
   - Secondary School Diploma or Equivalent (see page 28)
   - Training Milestone: Satisfactory Progress Report from Employer/Training Provider (not applicable for youth – see note on page 31)

2. **Manually entered skill gains:** A user can select any of the following skill gains from the drop-down menu on the Skill Gain tab:
   - Secondary Transcript/Report Card (see page 30)
   - Post-Secondary Transcript/Report Card (see page 30)
   - Training Milestone: Satisfactory Progress Report from Employer/Training Provider (see page 31)
   - Skills Progression: Exam-based Benchmark or Credential (see page 32)

There are 5 types of Measurable Skill Gains available to MSG participants; and the following section provides step-by-step instructions on ‘how’ to document a participant’s measurable skill gain(s) during a program year.

1. **Educational Functioning Level**

   - **Definition:** Achievement of at least one educational functioning level, if receiving instruction below postsecondary education level. (Note: This **does not apply** if the participant is not in secondary education.)
   - Option 1: Comparing initial educational functioning level, as measured by a pre-test, with the participant’s educational functioning level, as measured by a post-test
   - Option 2: Enrolling in postsecondary education and training during the program year if the participant exits below the postsecondary level

**Gain for Educational Functioning Level (EFL) based on Pre-test and Post-test:**

**How to Enter Pre and Post-Test results in OWCMS (automatically generated skill gain):**

1. In the menu, click on WIOA then **Assess Education**

2. Click on the **Basic Skills Assessment** tab
   a. There are two sections that may be used for EFL data entry:
      i. Test Record: Enter data for tests recognized by the National Reporting System (NRS)
      ii. Educational Functioning Level Gain: Shows ‘matched’ or correlated tests from the “Test Record” section which resulted in an EFL gain after an improvement from pre-test to post-test **and the participant is below post-secondary education**

**Revised May 2021**
3. Click the Add button under the “Test Record” section

4. Enter each test and its results information for the NRS test(s) taken. After entering NRS test results and hitting the Save icon, the system will ‘match’ corresponding tests (if applicable) with the same Test Name and Functional Area to determine the most recent test results and automatically assign an EFL gain in the Educational Functioning Level Gain section if a gain is indicated by pre and post-test scores provided the participant is below post-secondary education. The automated skill gain for EFL will show up in OWCMS immediately.

Available tests in OWCMS for the Educational Functioning Level Gain/Measurable Skill Gain:

**Adult Basic Education (ABE)**

- Massachusetts Adult Proficiency Test: MAPT – Math, Reading
- Comprehensive Adult Student Assessment Systems: CASAS ABE – Reading GOALS, Math GOALS
- Test of Adult Basic Education: TABE CLAS-E – Listening and Speaking, Reading, and Writing
- Test of Adult Basic Education: TABE 11 (L, E, M, D, A) – Language, Mathematics, Reading
- Test of Adult Basic Education: TABE 12 (L, E, M, D, A) – Language, Mathematics, Reading

**English as a Second Language (ESL)**

- Basic English Skills Test: BEST– Plus 2.0
- Basic English Skills Test: BEST Literacy – Literacy
- Comprehensive Adult Student Assessment Systems: CASAS ESL – Listening, Reading
**Gain for Educational Functioning Level based on exiting secondary education and subsequently enrolling in postsecondary education (2 ways to document):**

1. If a CCMEP participant has an educational status at entry of “not attending school; H.S. dropout” and has no high school diploma or equivalent; or

2. If a CCMEP participant has an educational status at entry of “in-school; HS or less” or “in-school; alternative school” or received a service of Youth Alternative Secondary School Offerings which has an end date and has no high school diploma or equivalent. The participant also must have the ‘School Dropout?’ field on the Basic Intake on the WIOA Data screen equal to “Yes”.

The second automated MSG method is during CCMEP enrollment. For example, if a participant is enrolled in Occupational Skills Training, Occupational Skills Training/ITA, or Apprenticeship on the Services screen and the following options are selected:

- From the menu, click on WIOA then IOP
- Click IOP, under CCMEP (on left)
- Click the Services tab
- Under Youth Services section, click this button: 📅 to add Occupational Skills Training or Apprenticeship

**OR:**

3. If a CCMEP participant has an educational status at entry or at exit of “not attending school; H.S. dropout” and has no high school diploma or equivalent, but subsequently enrolls in postsecondary, apprenticeship, or occupational skills training during any quarter of the Post Exit period:
   - From the menu, click on WIOA then on Post Exit & Wages,
   - Click the ↓ next to Placement Information,
   - Choose In Postsecondary Education, In a Qualified Apprenticeship, or In Occupational Skills Training.
When an educational functioning level gain is entered in OWCMS in any of those ways, the Skills Gain tab will automatically identify the gain and say “Educational Functioning Level Gain” with the date of the credential.

2. 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 from a credit-bearing secondary education program.

*How to Enter data in OWCMS - 3 ways to document (automatically generated skill gain):*

1. Enter the credential in the Services tab on the IOP:
   a. From the menu, click on WIOA then IOP
   b. Click IOP, under CCMEP (on left)
   c. Click the Services tab
   d. Under Youth Services section, expand the training service by clicking this button:
      - (a) **NOTE:** Only available for Occupational Skills Training (OST) service
   e. Under Credential, Diploma, or Certificate, choose the credential
   f. Enter Date Attained
2. On the IOP screen:
   a. From the menu, click on WIOA then IOP
   b. Click IOP, under CCMEP (on left)
   c. Under the **Education Degrees and Certifications Details** section is the **Degrees/Certifications** section
   d. Choose the credential from the **Degree/Certifications** dropdown
   e. Enter **Completion Date**
3. 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/High School Equivalent
   c. Enter date in **Date Attained**

When a high school diploma or equivalent is entered in OWCMS in any of those three ways, the **Skills Gain** tab will automatically identify the gain and say “Secondary School Diploma or Equivalent” with the date of the credential.

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

   - **Definitions:**
     - **Secondary**: a transcript or report card issued for 1 semester – transcript requirements: 5 credit hours (or the sufficient number of hours required to graduate for those in their senior year of high school),
     - **Postsecondary**: transcript or report card 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 in OWCMS (manual entry skill gain):**

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 either:
      1. **Secondary Transcript/Report Card**
      2. **Post-Secondary Transcript/Report Card**
   d. Enter date attained in Date of Skill Gains

**4. Training Milestone**

   - **Definition:** Satisfactory progress report toward an established milestone from an employer or training provider
   - May include:
     - 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

*NOTE: On-the-Job Trainings (OJTs) for youth do not require a measurable skill gain since it is considered a youth career service and therefore is not subject to this performance measure. OJTs for Adult and Dislocated Workers are eligible for this gain (see WIOA Adult and Dislocated Worker Desk Aid for additional information).

**How to Enter into OWCMS (manual entry skill gain):**

1. From the menu, click on WIOA then Assess Education
2. Click on the Skills Gain tab
3. Under Skills Gain, select **Training Milestone: Satisfactory Progress Report from Employer/Training Provider**
4. Enter date attained in Date of Skills Gain
5. Skills Progression

- **Definition**: 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.)

**NOTE**: Any credential added into OWCMS on the IOP Credential section, Services tab, or Post Exit & Wages will count as a Skills Progression towards the Measurable Skills Gain but this is not displayed on the Skills Gain tab.

**How to Enter into OWCMS (manual entry skill gain):**
1. From the menu, click on **WIOA** then **Assess Education**
2. Click on the **Skills Gain** tab
3. Under **Skills Gain**, select **Skills Progression: Exam-based Benchmark or Credential**
4. Enter date attained in **Date of Skill Gains**
Changing/Deleting a Skill Gain in OWCMS

Deleting a skill gain depends on how it was created:

- Manually entered skill gains can be deleted from the Skills Gain tab by the user. 
  **NOTE:** Click the “Delete” check box then click the Save Button to delete.
- Automatically generated (Created by “System”) skill gains will be removed if the original data entry is removed (e.g., high school diploma is deleted from any screen storing the credential information). These skill gains cannot be deleted directly from the Skills Gain tab.

![Skills Gain Tab Image]

Note that modifying a service will result in a prompt asking you to confirm changes because it may affect their inclusion in the Measurable Skill Gain.

![Service Modification Confirmation Image]
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 in OWCMS:*
To record services provided to employers, please see additional document titled, *OWCMS: EMPLOYER SERVICES* for instructions and screenshots. This document is posted on the performance website: http://jfs.ohio.gov/owd/WorkforceProf/Docs/OWCMS-EmployerServices.stm