

**COMPREHENSIVE
REPORTING AND
PERFORMANCE**

**WIOA and CCMEP
Fall 2017**

OVERVIEW

- Overview of Program Reporting and Performance
- Program Participants
- Performance Measures and Accountability
- Key Concepts
- Performance Measures Evaluation Periods
- Which Participants get into Performance Measures?
- Performance Measures in Detail
- Review and Best Practices

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**OVERVIEW OF
WORKFORCE PROGRAMS**

OVERVIEW OF WORKFORCE PROGRAMS

- **Workforce Investment Act (WIA) of 1998**
 - Replaced by...
- **Workforce Innovation and Opportunity Act (WIOA) of 2014**
 - Adults
 - Ages 18+ years
 - Youth
 - Ages 14-24 years, low-income, facing barriers to employment
 - Dislocated workers
 - Ages 18+ years, laid-off workers (including veterans, individuals with disabilities, older workers, and displaced homemakers)
- **Program Year 2015 = WIOA begins**
- **Program Year 2016 = First year of WIOA performance**

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OVERVIEW OF WORKFORCE PROGRAMS

- **Comprehensive Case Management and Employment Program (CCMEP)**
 - Ohio only, implemented July 1, 2016
 - Ages 16-24 years*, low-income
 - *Includes 14-15 year olds starting PY2017
 - Required for TANF OWF Work Eligible individuals
- **Wagner-Peyser Program**
 - Provides labor exchange services
 - For individuals: Job search support, placement assistance, etc.
 - For employers: Recruitment and selection support, training and talent development, etc.



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WHAT IS PROGRAM REPORTING?

PROGRAM REPORTING

- Ohio's Workforce Case Management System (OWCMS) is the system of record for all WIOA and CCMEP reporting
- Captures a wealth of programmatic data:
 - basic demographic data, eligibility data, barriers data, and educational and employment history
 - individual opportunity plan, associated goals, and activities
 - services and training provided
 - track progress and report outcome data
- Reporting data accurately and timely in OWCMS is a requirement for the CCMEP and WIOA programs



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WHAT IS PROGRAM PERFORMANCE?

WHAT IS PROGRAM PERFORMANCE?

Program performance is an **evaluation** of performance outcomes

- Did program involvement lead to...
 - New or continued employment? 
 - ...If so, what are the earnings?
 - (for Youth), post secondary enrollment? 
- Did a participant receive training?
 - ...If so, did they gain a skill or attain a credential? 

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PERFORMANCE REPORTING

- Ohio's Workforce Case Management System (OWCMS) is the system of record for all WIOA and CCMEP reporting outcome data

- ✓ Employment
- ✓ Post-Secondary Enrollment
- ✓ Earnings
- ✓ Skill Gains
- ✓ Credential Attainment

➔

Will be used for
**Program
Evaluation**

- Performance reporting is not an additional concern, it is a way to keep track of what you are already doing and getting credit for the outcomes

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PERFORMANCE REPORTING

- **Successful documentation** = in OWCMS as soon as possible
- **ALL PERFORMANCE DATA COMES FROM OWCMS**
- See OWCMS screenshots for how and where to enter information
- Keep track of what you are doing and get credit for the outcomes!
And remember...

"If it's not in OWCMS, it didn't happen."
- Bob Haas

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PERFORMANCE REPORTING

- Performance evaluation is an aggregate assessment not an individual one
 - e.g., Out of all program participants, what percentage got a job?
 - Out of all those who received training, what percentage attained a credential?



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PERFORMANCE DEFINITIONS

- **Standard** is defined as a level or target to meet
- **Baseline** is defined as the initial collection of data which serves as a basis for comparison with the subsequently acquired data
 - For some measures, data were collected in in PY 2016 and PY 2017 in order to establish a baseline to use in establishing a standard for PY 2018 and beyond
 - Therefore in PY 2016 and PY 2017, these measures will not count towards the performance success or failure calculation

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PERFORMANCE REPORTING

- Aggregated data is compared to a “**standard**” or target to reach
- Statewide standards are negotiated with USDOL
- Local area and lead agency standards are negotiated with the state
 - e.g., What percentage of all program participants do we expect to get a job? What is our target? What things influence this outcome?
 - State and local economies
 - Successful documentation
 - Service strategies
 - Participant characteristics (and barriers)
 - And more

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BARRIERS TO EMPLOYMENT

Determining and recording barriers in OWCMS:

- **RECORD ALL BARRIERS!**
 - For qualifying barrier for program eligibility
 - Full documentation necessary to enroll in program
 - For other barriers to employment
 - Self attestation form
 - Case notes (at a minimum)
- Do not remove barriers (e.g., if transportation is gained)
- Can add a barrier later (e.g., if new issue with justice system)
- Do not record barriers you assume the participant has

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PERFORMANCE REPORTING

Barrier Data for Performance Reporting

WIA

- Reporting barrier data for Adult and Dislocated Worker populations was minimal because it was not an eligibility requirement
- Reporting barrier data for youth was typically done by listing *one (1) barrier*, as that is all it took for eligibility determination

WIOA

- **Case Managers are required to capture ALL PARTICIPANT BARRIER DATA** in OWCMS so you get credit for providing services for the hardest to serve populations
- This will influence your performance outcomes and therefore your performance targets

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WIOA BASIC INTAKE SCREEN

The screenshot shows the 'WIOA Basic Intake Screen' with a sidebar on the left containing various menu options. The main area contains several sections: 'Personal Information' with fields for gender, date of birth, and SSN; 'Address' with fields for street, mailing, and city; 'Contact Information' with fields for phone and email; and 'Race' with a dropdown menu currently set to 'BLACK/AFRICAN AMERICAN'. A red arrow points to the 'Race' dropdown.

WIOA BASIC INTAKE SCREEN

This screenshot shows the same 'WIOA Basic Intake Screen' but with the 'Program Enrollment' section expanded at the bottom. It contains a table with columns for Program Type, Status, Intake Date, Start Date, Close Date, and Release Date. The table lists several programs, including 'WIOA ADULT', 'WIOA YOUTH', and 'WIOA DISLOCATED WORKER', with their respective statuses and dates.

KNOWLEDGE CHECK

Q1. If Susan has three barriers, but only one will qualify her for the WIOA Youth program, how many should you record in OWCMS?
Answer: All (three) barriers should be recorded in OWCMS.

Q2. True or False: The USDOL statistical adjustment model is used to adjust for harder or easier to serve populations with respect to state-level performance targets.
Answer: True.

Q3. Where does the data come from for performance reporting?
Answer: All data for performance reporting comes from OWCMS, this is why accurate and timely input is so important.

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PROGRAM PARTICIPANTS

PROGRAM PARTICIPANTS THRESHOLD FOR PERFORMANCE REPORTING

➤ **WIOA Adult and Dislocated Workers** are enrolled as WIOA participants in OWCMS after receiving one of the individualized career and/or training services or basic career services triggering participation in WIOA (not self-service or information) funded by either the Adult or Dislocated Worker Program

➤ **CCMEP Youth** are enrolled as CCMEP participants once they sign an individual opportunity plan (IOP) and receive a service on or after July 1, 2016 and WIOA Youth transitioned to CCMEP

➤ **WIOA Youth** are enrolled as WIOA participants in OWCMS once they are funded by the WIOA Youth program and are in receipt of one or more of the 14 WIOA Youth program elements

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PROGRAM INVOLVEMENT

One Program Example:
When a participant is enrolled in the **WIOA Dislocated Worker** program, they are counted in **WIOA Dislocated Worker Reporting and Performance**

```
graph TD; A{{WIOA DW Participant}} --> B[WIOA DW Performance]
```

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PROGRAM PARTICIPANTS

WIOA Provider Staff Functions Reports LHR Administrative Help

Services

Name: HOUSTON, WHITNEY

Services | Exit

Staff Assigned: AMB, ERIC TORRES, MARTI

Program: **WIOA ADULT**

Service Type	Service/Activity	CFIS Status	Provider	Program
Training	OCCUPATIONAL SKILLS TRAINING		Houston County, WIOA 11	Priority Services

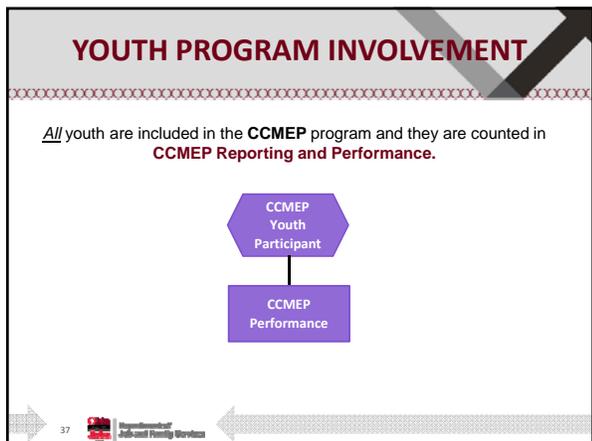
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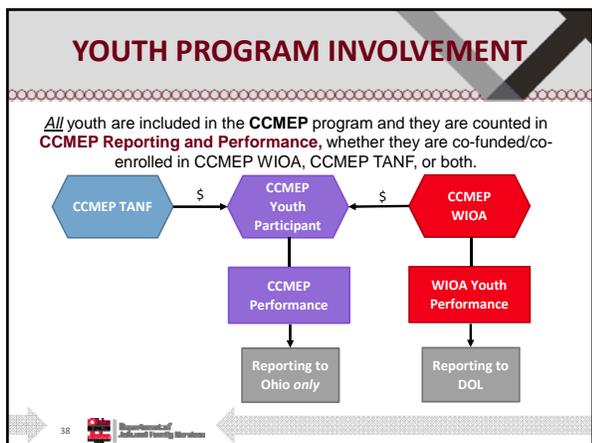
PROGRAM INVOLVEMENT

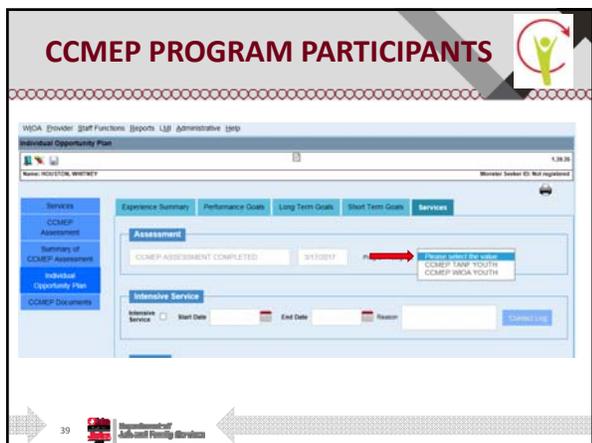
Two Programs Example:
When a participant is co-funded in both the **WIOA Adult** and **Dislocated Worker** programs, they are counted in both **Adult and Dislocated Worker Reporting and Performance**

```
graph TD; A{{WIOA ADULT Participant}} --> B[WIOA ADULT Performance]; C{{WIOA DW Participant}} --> D[WIOA DW Performance]; A -.- C
```

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KNOWLEDGE CHECK

Q4. If a youth participant is enrolled in CCMEP, will they automatically be in WIOA reporting and performance?

Answer: No, if a youth participant is enrolled in CCMEP, they will **not** automatically be included in WIOA reporting and performance. The youth participant must be co-enrolled in WIOA to also be in WIOA reporting and performance.

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PERFORMANCE MEASURES AND ACCOUNTABILITY

PERFORMANCE MEASURES

WIOA Measures:

- Evaluation and accountability applied at the Workforce Development Area (WDA) level

CCMEP Measures:

- Evaluation and accountability applied at the Lead Agency level

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WIOA PRIMARY PERFORMANCE MEASURES WITH STANDARDS

All WIOA CORE programs: Adult, Dislocated Workers, Youth, ASPIRE, Vocational Rehabilitation and Wagner-Peyser (Wagner-Peyser will be excluded from performance measures 4 and 5):

1. Employment – 2nd Quarter After Exit
(For Youth: Education, Training, or Employment)
2. Employment – 4th Quarter After Exit
(For Youth: Education, Training, or Employment)
3. Median Earnings – 2nd Quarter After Exit
4. Credential Attainment
5. Measurable Skill Gains
6. Effectiveness in Serving Employers



CCMEP PERFORMANCE MEASURES WITH STANDARDS

CCMEP Primary Performance Measures:

1. Education, Training, or Employment – At Exit
2. Education, Training, or Employment – 2nd Quarter After Exit
3. Education, Training, or Employment – 4th Quarter After Exit
4. Median Earnings – 2nd Quarter After Exit
5. Credential Attainment
6. Measurable Skill Gains
7. Effectiveness in Serving Employers




PERFORMANCE MEASURES WITH STANDARDS

PY 2017 Performance Standards	Workforce Area			Lead Agency
	Adults	Dislocated Workers	WIOA Youth	CCMEP Youth
Employment (2nd Qtr After Exit)	X	X	N/A	N/A
Employment, Education, or Training (2nd Qtr After Exit)	N/A	N/A	X	X
Median Earnings (2nd Qtr After Exit)	X	X	X	X
Employment (4th Qtr After Exit)	X	X	N/A	N/A
Employment, Education, or Training (4th Qtr After Exit)	N/A	N/A	X	X
Employment, Education, or Training (At Exit)	N/A	N/A	N/A	X
Credential Attainment Rate	X	X	X	X
Measurable Skill Gains	X	X	X	X
Effectiveness in Serving Employers	X	X	X	X



PERFORMANCE EVALUATION AND STANDARDS

PERFORMANCE MEASUREMENT METHODOLOGY

Performance on any is based on the actual outcome relative the performance standard using the following levels for **Exceeds, Meets, and Fails**:

- **Exceeds:** in excess of 105 percent of the performance standard for the measure
- **Meets:** falls in the range of 90 to 105 percent of the performance standard
- **Fails:** when the actual local area performance achieved against an individual performance measure is less than 90 percent of the performance standard
- E.g., if negotiated standard is 50% for 2nd quarter after exit:
 - If 53% = Exceeds (Above 52.5% (105% of 50%))
 - If 49% = Meets (Between 45% (90% of 50%) and 52.5% (105% of 50%))
 - If 40% = Fails (Below 45% (90% of 50%))

NOTE: Meet level will be set at 80 percent of standard for WIOA Youth and CCMEP Youth as an implementation consideration for PY 2017

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PERFORMANCE MEASURES AND STATEWIDE STANDARDS

PY 2017 Performance Standards	Workforce Area			Lead Agency
	Adults	Dislocated Workers	WIOA Youth	CCMEP Youth
Statewide Standard				
Employment (2nd Qtr After Exit)	79.0%	82.0%	N/A	N/A
Employment, Education, or Training (2nd Qtr After Exit)	N/A	N/A	49.0%	49.0%
Median Earnings (2nd Qtr After Exit)	\$5,000	\$6,600	Baseline	Baseline
Employment (4th Qtr After Exit)	73.0%	79.0%	N/A	N/A
Employment, Education, or Training (4th Qtr After Exit)	N/A	N/A	49.0%	49.0%
Employment, Education, or Training (At Exit)	N/A	N/A	N/A	Baseline
Credential Attainment Rate	50.0%	58.0%	49.0%	49.0%
Measurable Skill Gains	Baseline	Baseline	Baseline	Baseline
Effectiveness in Serving Employers	Baseline	Baseline	Baseline	Baseline

PY 2016: No evaluation against performance standards.
 PY 2017: Only Highlighted areas will be evaluated and counted towards performance.
 PY 2018: All Measures will be evaluated - performance standards will be negotiated in late PY 2017.
 * Meet level will be set at 80% of standard for WIOA Youth and CCMEP Youth as an implementation consideration for PY 2017.

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PERFORMANCE STANDARDS

- PY 2016 and PY 2017 are baseline years: setting up expectations for future performance standards
- Standards have been negotiated and established with USDOL to account for the new WIOA program measures and the new CCMEP program population in mind
- All attempts were made to eliminate the need to be overly concerned with performance outcomes so local areas and lead agencies could concentrate on implementation
- For example, many have been concerned about co-funding CCMEP youth with WIOA thinking that it would hurt their performance – however this is not the case and will actually hurt more than help in the future...

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KEY CONCEPTS...

- EXITING**
- CLOSING PROGRAMS**
- PERFORMANCE EXCLUSION**
- PROGRAM YEARS**
- QUARTERS**
- WAGE RECORD**

PROGRAM EXIT

- Participant who 'EXITED' from WIOA or CCMEP :
 - Date of Exit – Last day staff-assisted service was provided
 - Date of Exit – 90 days without any services (excluding self-service, informational, or follow-up) AND
 - NO future services scheduled other than follow-up
 - Follow-up services may be utilized to ensure 'exited' participant remains employed/enrolled in education/training or to assist with further post-exit service

'Exited'

=

Finished with program
(either successfully or unsuccessfully completed)

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HOW TO EXIT A PARTICIPANT

- Exiting is an OWCMS function:
 - If all services have an end date and the most recent of those end dates is 90 days or further in the past
 - The case will automatically exit overnight

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CLOSING A PARTICIPANT CASE

- Closing a case allows you to **choose a reason** for a participant's exit from the program
- It also gives you access to the "Post Exit and Wages" screens in OWCMS
 - **WHY IS THIS IMPORTANT?** It provides immediate access Post Exit and Wages screens allowing case manager to record whether participant is employed after exit, what their wages were, if they obtained a credential, etc.

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HOW TO CLOSE A PARTICIPANT

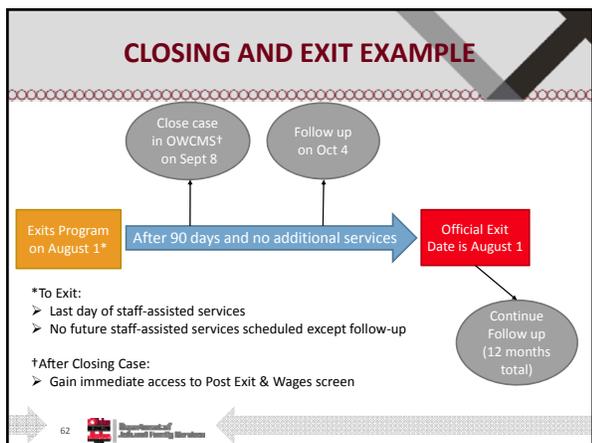
- Services & IOP → Exit Tab → Seeker Exit Reason
- For Adult and Dislocated Worker – choose any reason – *these are for local use*
- For CCMEP – must choose from one of the following closing (exit) reasons:
 - (1) Successfully entered post-secondary education, military, or employment
 - (2) Awarded SSI/SSDI and made application for services with OOD
 - (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

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CLOSING AND EXIT MEASUREMENT

For CCMEP, must choose 1 of these 4 reasons in OWCMS

- ADMINISTRATIVE SEPARATION
- AWARDED BENEFIT AND MADE APPLICATION FOR SERVICES WITH OOD
- CANNOT LOCATE
- DEATH
- ENTERED A POST SECONDARY EDUCATION
- ENTERED A QUALIFIED APPRENTICESHIP
- ENTERED ADVANCED TRAINING
- ENTERED EMPLOYMENT
- ENTERED MILITARY SERVICE
- ENTERED OTHER AID PROGRAM
- ENTERED OTHER AID PROGRAM
- FAILED TO UTILIZE CCMEP SERVICES
- FAMILY CARE
- HEALTH/MEDICAL
- INCLINABLE WORKER THREAT REMOVED
- INSTITUTIONALIZED
- LACKS TRANSPORTATION
- RELOCATED OUT OF STATE
- RELOCATED TO MANDATED RESIDENTIAL PROGRAM
- RESERVES CALLED TO ACTIVE DUTY AND CHOOSE NOT TO RETURN TO WA
- SUCCESSFULLY ENTERED POST-SECONDARY EDUCATION, MILITARY, OR EMPLOYMENT
- NOT ELIGIBLE FOR TANF OR WDA, LEAD AGENCY SHALL ISSUE A NOTICE OF ADVERSE ACTION
- OTHER MSC SERVICES
- OTHER SERVICES COMPLETED
- OTHER SERVICES NOT COMPLETED
- REFUSED TO CONTINUE
- RELOCATED TO MANDATED RESIDENTIAL PROGRAM
- RESERVES CALLED TO ACTIVE DUTY AND CHOOSE NOT TO RETURN TO WA
- SUCCESSFULLY ENTERED POST-SECONDARY EDUCATION, MILITARY, OR EMPLOYMENT



EXCLUSION FROM PERFORMANCE

- Under certain circumstances, a participant can be excluded from performance reporting
- In order to qualify, the circumstance must be expected to last for **more than 90 days**
- You are not required to exclude a participant
 - For example: a circumstance may last for more than 90 days, but the participant intends to return after the circumstance has ended. The case can be put on hold in the interim.

PROGRAM QUARTERS

➤ All performance measures will be evaluated quarterly
 ➤ i.e., July-September; October-December; January-March; April-June

Q1			Q2			Q3			Q4		
July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June

➤ **Quarterly Reports** are informational and data can be corrected

- Q1 Report = Q1 data
- Q2 Report = Q1 and Q2 data
- Q3 Report = Q1, Q2, and Q3 data
- Q4 Report = Q1, Q2, Q3, and Q4 data = Annual Report

➤ **Annual Report** is what counts towards performance accountability

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REPORTING PERFORMANCE MEASURES

Data in OWCMS →

 → Quarterly and Annual Reports

➤ Quarterly Reports for WIOA and CCMEP are released 45-60 days after the quarter ends

- ✓ Q1 ends September 30th → released approximately end of November
- ✓ Q2 ends December 31st → released approximately end of February
- ✓ Q3 ends March 31st → released approximately end of May
- ✓ Q4 ends June 30th → released approximately end of July (*Preliminary*)
- ✓ Annual Report → released approximately end of October

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EXIT QUARTER AND QUARTERS AFTER EXIT

➤ If participant exits on 3/1/2017

➤ Exit Quarter: January–March 2017

- ✓ 1st Quarter after exit: April–June 2017
- ✓ 2nd Quarter after exit: July–September 2017
- ✓ 3rd Quarter after exit: October–December 2017
- ✓ 4th Quarter after exit: January–March 2018

Exits March 1, 2017

1 st Qtr. After Exit			2 nd Qtr. After Exit			3 rd Qtr. After Exit			4 th Qtr. After Exit		
April 2017	May 2017	June 2017	July 2017	Aug 2017	Sept 2017	Oct 2017	Nov 2017	Dec 2017	Jan 2018	Feb 2018	March 2018

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WAGE RECORD

➤ **Wage Record Sources Used to Verify Employment:**

- Unemployment Insurance (UI)
- Wage Record Interchange System (WRIS)
- FEDES, U.S. Office of Personnel Management (OPM), U.S. Department of Defense (DOD)
- Supplemental Data: OWCMS Post Exit and Wages

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WAGE RECORD

➤ **Challenges with using UI wage data:**

- Typically there is a **two quarter delay** before data can be accessed by the state for WIOA or CCMEP performance
 - This means wage records required for employment verification and subsequent performance reporting is typically not available for months after the exit quarter
- Not all employed workers show up in UI wage records
 - e.g. self-employed individuals will not be included in UI wage records
 - Department of Labor allows for the use of Supplemental Data to verify employment for these workers (supplied in OWCMS)

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WHEN WILL PERFORMANCE MEASURES BE EVALUATED?

WHICH PARTICIPANTS GET INTO WHICH PERFORMANCE MEASURES?

WHO IS IN WHICH WIOA PERFORMANCE MEASURES?

All WIOA Participants are eligible to be included in these measures:

- Employment 2nd Quarter After Exit (Youth: Education, Training, or Employment)
- Employment 4th Quarter After Exit (Youth: Education, Training, or Employment)
- Median Earnings 2nd Quarter After Exit
- Effectiveness in Serving Employers (Retention)

WIOA Participants who are enrolled in an education or training program leading to a credential:

- Credential Attainment Rate

WIOA Participants who are enrolled in an education or training program leading to a credential OR **employment**:

- Measurable Skill Gains

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WHO IS IN WHICH CCMEP PERFORMANCE MEASURES?

All CCMEP Participants are eligible to be included in these measures:

- Education, Training, or Employment **At Exit**
- Education, Training, or Employment 2nd Quarter After Exit
- Education, Training, or Employment 4th Quarter After Exit
- Median Earnings 2nd Quarter After Exit
- Effectiveness in Serving Employers (Retention)

CCMEP Participants who are enrolled in an education or training program leading to a credential:

- Credential Attainment Rate

CCMEP Participants who are enrolled in an education or training program leading to a credential OR **employment**:

- Measurable Skill Gains

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**PERFORMANCE
MEASURES IN DETAIL**

CALCULATION REFRESHER

- **Numerator:** the top number in a fraction which shows how many parts we have
- **Denominator:** the bottom number of a fraction which shows the total number that the numerator is divided by
- **To calculate rates:** Divide numerator by denominator and multiply by 100 to get a percentage

$$\frac{3}{5}$$

← numerator (for 3)
← denominator (for 5)

$(3/5)*100 = 60\%$

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CALCULATION REFRESHER

- **To calculate performance rates:**
 - **Numerator:** the number successful for an individual measure
 - **Denominator:** the total eligible population
- *E.g., What is the rate of adults with a high school diploma in the United States? **88.3%***

**Success
Population**

187,312,556 adults with high school diploma or more
212,132,000 total adult population (25 years and older)

To calculate rate: $(187,312,556/212,132,000)*100 = 88.3\%$

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EMPLOYMENT MEASURES

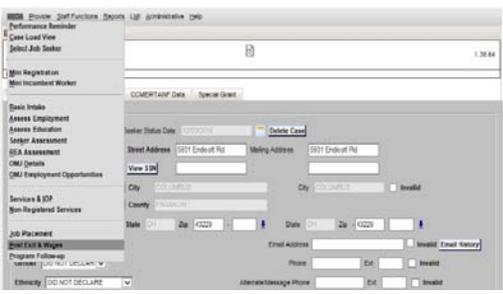
- Employment 2nd Quarter After Exit
- Employment 4th Quarter After Exit

- Performance will be measured in the 2nd quarter and 4th quarter after exit quarter provided WIOA participants meet the following criteria:
 - ✓ **Numerator:** Verifiable employment (with earnings in measurement quarter)
 - ✓ **Denominator:** All program participant exiters

e.g., $\frac{88 \text{ verified employment}}{100 \text{ program participant exiters}} = 88\%$

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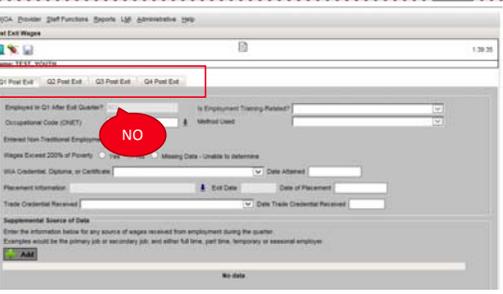
EMPLOYMENT DATA SOURCES



The screenshot shows the 'Exit & Wages' form in the WIOA system. A red arrow points to the 'Exit & Wages' section in the left-hand navigation menu. The form includes fields for 'Sector Status Date', 'Street Address', 'City', 'County', 'State', and 'Zip'. There are also checkboxes for 'Email History' and 'Ethnicity'.

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EMPLOYMENT DATA SOURCES



The screenshot shows the 'Post Exit Wages' form in the WIOA system. A red box highlights the 'Q1 Post Exit' tab, and a red circle with the word 'NO' is overlaid on the 'Occupational Code (O*NET)' field. The form includes fields for 'Occupational Code (O*NET)', 'Wages Exceed 200% of Poverty', 'WIOA Credential, Diploma, or Certificate', and 'Placement Information'. There is an 'Add' button at the bottom.

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EMPLOYMENT DATA SOURCES

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EDUCATION, TRAINING OR EMPLOYMENT MEASUREMENT

WIOA Youth and CCMEP Youth also get credit for post-secondary:

- Education, Training, or Employment 2nd Quarter After Exit
- Education, Training, or Employment 4th Quarter After Exit

➢ Performance will be measured in the 2nd quarter and 4th quarter after exit quarter provided WIOA participants meet the following criteria:

e.g., $\frac{95 \text{ employment or enrollment in postsecondary or training}}{100 \text{ youth program participant exiters}} = 95\%$

- ✓ **Numerator:** Verifiable employment (wage record data or supplemental data) in measurement quarter (2nd and 4th post-exit quarter) **or enrollment in post-secondary education or training program**
- ✓ **Denominator:** All youth program participant exiters

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ENROLLED IN EDUCATION DATA SOURCE

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ENROLLED IN EDUCATION DATA SOURCE: PLACEMENT

EDUCATION, TRAINING OR EMPLOYMENT AT EXIT (CCMEP)

- How to capture employment/education **at exit (CCMEP only)**
- If the hire date for employment occurs during exit quarter, enter it in the OMJ Employment Opportunity section
 - OR
- Close the case and choose reason:
 - “Successfully entered post-secondary education, military, or employment”

EMPLOYMENT AT EXIT (CCMEP)

- **Employment at Exit**
- The percentage of program participants placed in unsubsidized employment during program participation (i.e., on or prior to the date of program exit)
- Enter into OWCMS – 2 ways:
 - ✓ OMJ Employment Opportunities → Change Status to “Hired”
 - ✓ Close the case → Choose “Successfully Entered Post-Secondary Education, Military, or Employment”

EMPLOYMENT WAGE MEASUREMENT MEDIAN EARNINGS

Median Earnings Second Quarter After Exit

- All Employed program participants with reported or supplemental wages in the second quarter after exit quarter

Average = \$4,500 vs. Median = \$5,000

- **Median Earnings Calculation:** Value of second quarter after exit wages that represent the mid-point between the value of the lowest wage reported and the value of the highest wage reported

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MEDIAN EARNINGS DATA SOURCES

Quarterly Earnings

***NOTE:** Do not put zero dollars as an amount in the "Supplemental Earnings From Employer" field. Include the participant's quarterly wage. The system does account for the amount that is populated in this field.

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ENTERING EARNINGS IN OWCMS

- When entering supplemental wages in OWCMS, enter only quarterly earnings.
 - To calculate quarterly earnings:
 - **Hourly Rate X Hours Worked per Week X 13 Weeks**
 - *E.g., \$10 per hour X 40 hours per week X 13 weeks in quarter = \$5,200 quarterly wages*

Wages
\$/per hour
\$/per week

To calculate

Quarterly Earnings (\$)

Month 1 Month 2 Month 3

- **NOTE:** Functionally to enter different earnings time periods should be available in PY 2017: you'll be able to enter hourly wages and weekly hours worked. The system will then calculate quarterly earnings.

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REVIEW: DOCUMENTING EMPLOYMENT IN OWCMS

➤ In OWCMS, you can add employment data in 5 places...

- Before or on the date of participant exit:
 - OMJ Employment Opportunities
- After Exit: Post Exit and Wages →
 - Q1 Post Exit
 - Q2 Post Exit
 - Q3 Post Exit
 - Q4 Post Exit

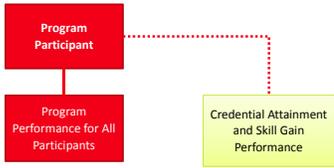
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REVIEW: DOCUMENTING EMPLOYMENT IN OWCMS

- **IMPORTANT:** Do not use the OMJ Employment Opportunities screen for documenting post exit employment!!
- This is for documenting employment before or on the date of participant exit
- Using this screen will add a service, which may delay exit
- For post-exit employment, use post exit and wages screen

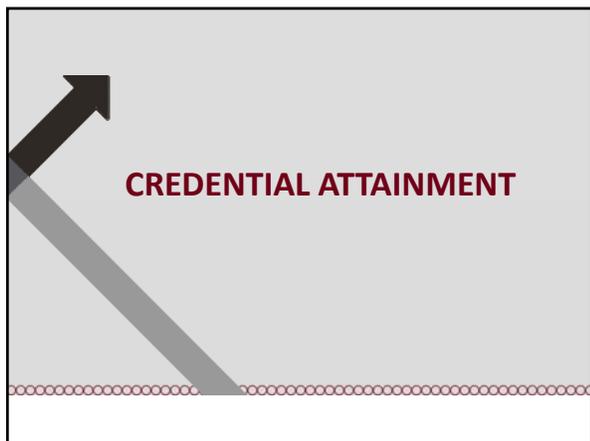
98 

PROGRAM INVOLVEMENT



```
graph TD; A[Program Participant] --> B[Program Performance for All Participants]; B -.-> C[Credential Attainment and Skill Gain Performance];
```

99 



CREDENTIAL ATTAINMENT

- **Credential Attainment Rate:** Participants who are enrolled in an education or training program (excluding those in OJT and customized training) leading to a credential:
 - **Numerator:** Number of program participants who obtain:
 - a recognized postsecondary credential
 - OR
 - a secondary school diploma (or its recognized equivalent)
 - *during participation in or within 1 year after exit from the program*
- **Additional requirement:** If a participant obtains secondary school diploma or equivalent (e.g., GED), in order to count in the numerator, they must also be employed or in an education/training program leading to a postsecondary credential within 1 year after exit

101 Department of Advanced Family Services

WHO IS INCLUDED IN THE MEASURE?

- **Denominator:** Participants enrolled in a recognized diploma, degree, or 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 (excluding those in OJT and customized training)
- E.g., for participants who are enrolled in an education or training program leading to a credential:

70 obtained a credential within 1 year of exit
75 participants enrolled in a recognized diploma, degree, or a credential, etc.
= 93%

102 Department of Advanced Family Services

WHO IS INCLUDED IN THE MEASURE?

- **Adult and Dislocated Workers**
 - Individuals with a training service that leads to a credential
- **Youth**
 - All in-school youth are included
 - Out of school youth in occupational skills training, secondary or postsecondary while in program

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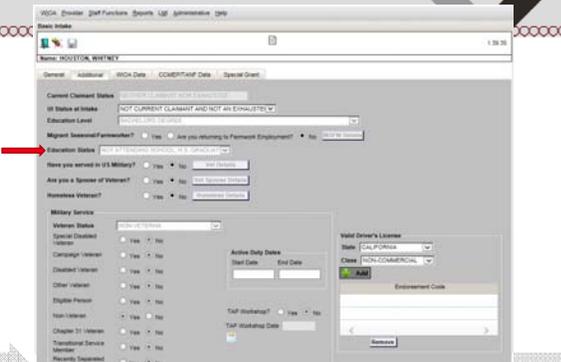
WHO IS INCLUDED IN THE MEASURE?

When and where is education / training status checked?

- **Anytime during program participation**
 - At program entry
 - In school; HS or less
 - In school; Alternative school
 - In-school; Post-HS
 - During program enrollment
 - Received Specific Service(s)
 - At program exit
 - In Education or Training

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PROGRAM ENTRY: ADDITIONAL SCREEN



The screenshot shows a web application interface for program entry. It features several sections with radio button options and dropdown menus. A red arrow points to the 'Education Status' field, which is currently set to 'NOT CURRENT CLAMANT AND NOT AN ENHANCEMENT'. Other visible fields include 'Are you a Spouse of Veteran?', 'Military Service' (with various service types like 'Special Operation' and 'Campaign'), and 'Valid Driver's License' (with state and class dropdowns).

PROGRAM EXIT: POST EXIT PLACEMENT

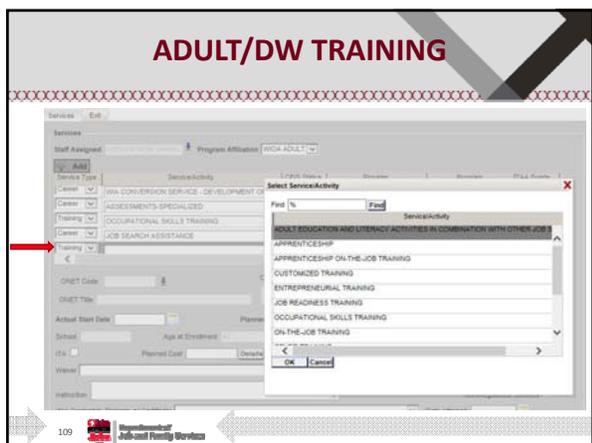
PROGRAM EXIT: YOUTH SCHOOL STATUS

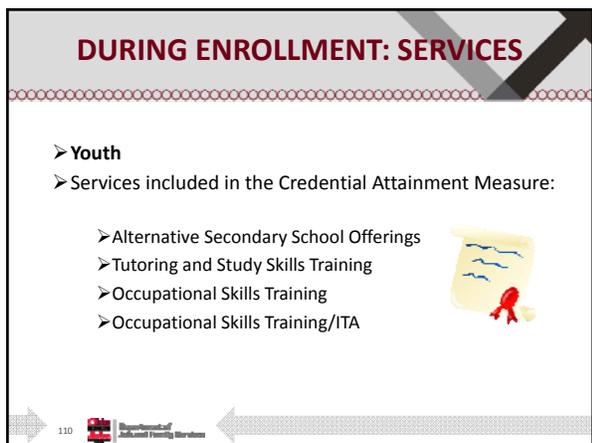
DURING ENROLLMENT: SERVICES

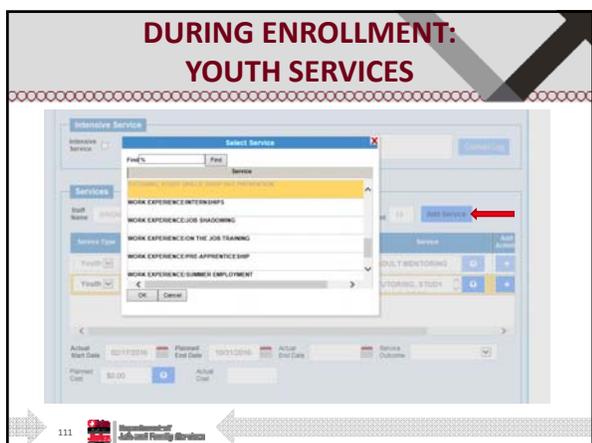
- **Adult and Dislocated Workers**
- Training Services included in the Credential Attainment Measure:
 - Apprenticeship
 - Adult Education and Literacy Activities in Combination with Other Job Skills
 - Entrepreneurial Training
 - Occupational Skills Training/ITA
 - Occupational Skills Training
 - Skills Upgrading and Retraining



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SECONDARY CREDENTIAL

- Secondary school diplomas, alternate diplomas, and recognized equivalents include:
 - Obtaining certification of attaining passing scores on a State-recognized high school equivalency test
 - Earning a secondary school diploma or State-recognized equivalent through a credit-bearing secondary education program

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POSTSECONDARY CREDENTIAL (INCLUDED)

- Awarded in recognition of an individual's attainment of measurable technical or industry/occupational skills necessary to obtain employment or advance within an industry/occupation
- Technical or industry/occupational skills based on standards developed or endorsed by employers or industry associations



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POSTSECONDARY CREDENTIAL (EXCLUDED)

- Certificates awarded by workforce development boards (WDBs) and work readiness certificates are not included because neither type of certificate documents the measurable technical or industry/occupational skills necessary to gain employment or advance within an occupation
- Certificates must recognize technology or industry/occupational skills for the *specific industry/occupation* rather than general skills related to safety, hygiene, etc., even if such general skills certificates are broadly required to qualify for entry-level employment or advancement in employment

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WHICH CREDENTIALS COUNT? EXAMPLES:

<p>Examples of credentials that meet the definition:</p> <ul style="list-style-type: none">➤ Certified Nursing Assistant (CNA) License<ul style="list-style-type: none">✓ Example of Occupational Licensure➤ Automotive Service Excellence (ASE) Certification<ul style="list-style-type: none">✓ Example of Occupational Certification➤ Commercial Driver License	<p>Examples of common certificates that <u>DO NOT MEET</u> the definition:</p> <ul style="list-style-type: none">➤ Occupational Safety and Health Administration (OSHA) 10 Hour Course that provides awareness of job-related common safety and health hazards➤ Work/Career Readiness Certificates➤ Completion of Orientation and Mobility training
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CREDENTIAL ATTAINMENT

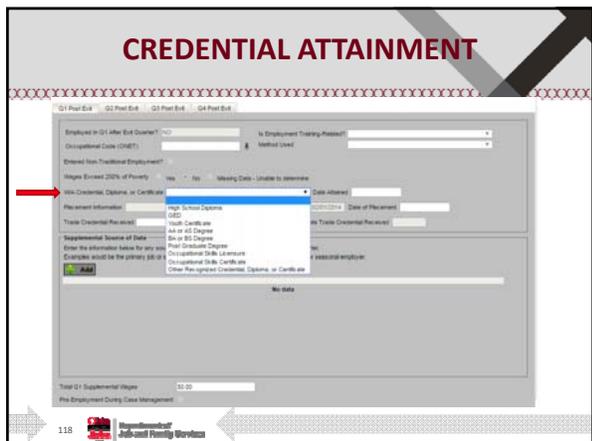
- Resources for eligible credentials:
- <https://www.careeronestop.org/Credentials/Toolkit/find-certifications.aspx>
- https://wdr.doleta.gov/directives/attach/TEGL/TEGL_10-16_accessible_version.pdf (pages 12 - 16)

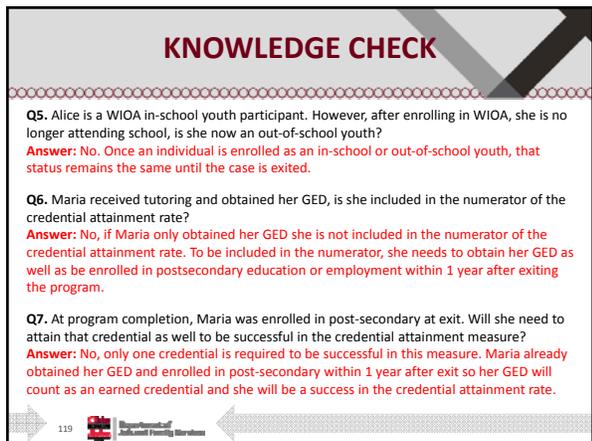
116 

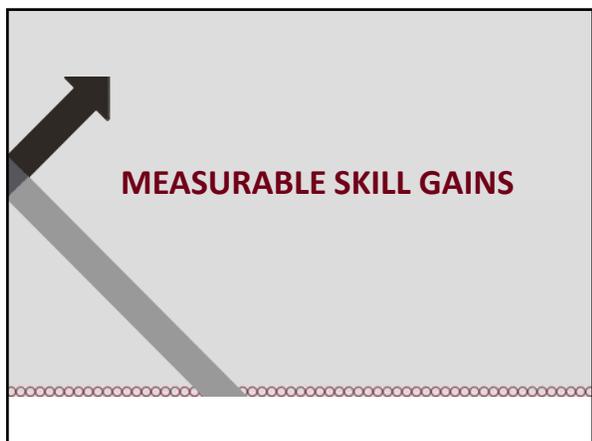
REPORTING CREDENTIAL

- Reporting a credential on OWCMS:
 - Post Exit and Wages → Credential, Diploma, Certificate
 - BA or BS Degree
 - AA or AS Degree
 - Occupational Skills Licensure
 - Occupational Skills Certificate
 - High School Diploma
 - GED
 - Other Recognized Credential, Diploma, or Certificate
 - Post Graduate Degree (*does not count*)

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MEASURABLE SKILL GAINS

- **Measurable Skill Gains Rate:** for participants who are enrolled in an education or training program leading to a credential OR **employment** (includes OJT and customized training)
- Not an exit based-measure, intended to capture progress
 - A gain must be shown each program year (by June 30th)
- Percentage of program participants who, during a program year, are in an education or training program leading to a recognized postsecondary credential or employment and who are achieving measurable skill gains toward such a credential.

121 Department of Labor Family Services

MEASURABLE SKILL GAINS: TIME FRAME

- A gain must be attained and documented by the end of each Program Year (i.e., June 30th)
 - E.g., a participant enrolled in training in July, would have 12 months to show a gain while a participant enrolled in June would have only 1 month to show a gain

Start date: June 1, 2017 → 1 month → PY End: June 30, 2017

Start date: July 5, 2017 → 12 months → PY End: June 30, 2018

- Inclusion in this measure *begins* with the program year associated with the education or training program
 - E.g., a participant who enrolled in WIOA program in PY 2016 and first received training in PY 2017. This participant would be in the measure during PY 2017, but not PY 2016

122 Department of Labor Family Services

MEASURABLE SKILL GAINS

- **Numerator:** Number of participants who achieved a Measurable Skill Gains in the program year, via one of the following:
 - Educational Functioning Level
 - Postsecondary Transcript/Report Card
 - Secondary Transcript/Report Card
 - Training Milestone
 - Skills Progression
- **Denominator:** All participants enrolled in an education or training program leading to a recognized postsecondary credential or employment

123 Department of Labor Family Services

WHO IS INCLUDED IN THE MEASURE?

- **Adult and Dislocated Workers**
 - Individuals with a training service that leads to a credential or employment
- **Youth**
 - All in-school youth are included
 - Out of school youth in occupational skills training, secondary or postsecondary while in program

NOTE: Uses the same rules as the credential measure with a few additional training services

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WHO IS INCLUDED IN THE MEASURE?

- **Adult and Dislocated Workers**
- Training Services included in the Measurable Skill Gain Measure:
 - *NOTE: the difference from Credential Attainment list is italicized and **Bolded***
 - 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 (OJT) Training**
 - Skills Upgrading and Retraining

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WHO IS INCLUDED IN THE MEASURE?

- **Youth**
- Services included in the Measurable Skill Gains Measure:
 - *NOTE: use the same list as the Credential Attainment Measure*
 - Alternative Secondary School Offerings
 - Tutoring and Study Skills Training
 - Occupational Skills Training
 - Occupational Skills Training /ITA

➤ *Note: OJT is considered a Career Service for Youth so no MSG*

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HOW DO YOU ACHIEVE A GAIN?

1. Achievement of at least one educational functioning level, if receiving instruction below postsecondary education level.
2. Attainment of secondary school diploma or equivalent.
3. Secondary or postsecondary transcript for sufficient number of credit hours.
4. Satisfactory progress report toward an established milestone from an employer or training provider.
5. Passage of an exam required for an occupation or progress attaining technical/occupational skills as evidenced by trade-related benchmarks.

127 Department of Adult Family Services

MEASURABLE SKILL GAINS FOR BELOW POSTSECONDARY

```

    graph TD
      A[Participant Below Postsecondary] --> B[Secondary School Diploma or Equivalent #2]
      A --> C[Secondary School Transcript #3]
      A --> D[Educational Functioning Level Gain #1]
      D --> E[Pre- and Post-Skills Assessment Test]
      D --> F[Program exit and entry into postsecondary education]
    
```

Numbers correspond to list on slide 127

128 Department of Adult Family Services

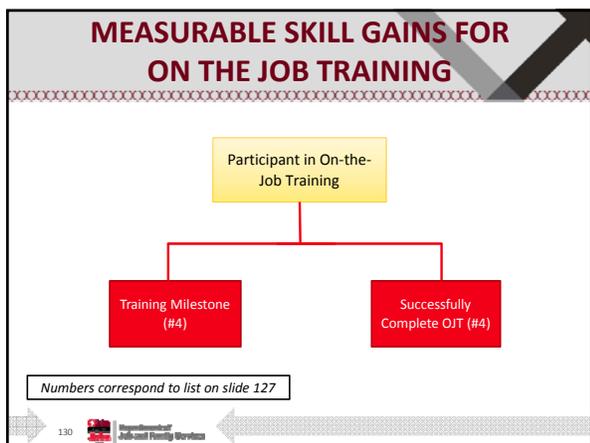
MEASURABLE SKILL GAINS FOR IN POSTSECONDARY

```

    graph TD
      A[Participant In Postsecondary] --> B[Postsecondary School Transcript #3]
      A --> C[Exam-based Benchmark or Credential #5]
    
```

Numbers correspond to list on slide 127

129 Department of Adult Family Services



- ### HOW DO I MEASURE: EDUCATIONAL FUNCTIONING LEVEL (EFL) GAIN?
1. 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
 - Enrolling in postsecondary education and training during the program year if the participant exits a program below the postsecondary level
 - Gain because participant now at postsecondary level
- 131 Department of Industrial Family Services

EFL: PRE- AND POST TEST

NRS Educational Functioning Levels		
EFL	ABE	ESL
1		Beginning ESL Literacy
2		Low Beginning ESL
3	Beginning ABE Literacy	High Beginning ESL
4	Beginning Basic Education	Low Intermediate ESL
5	Low Intermediate Basic Education	High Intermediate ESL
6	High Intermediate Basic Education	Advanced ESL
7	Low Adult Secondary Education	
8	High Adult Secondary Education	

Basic Skills Deficient

Not Basic Skills Deficient

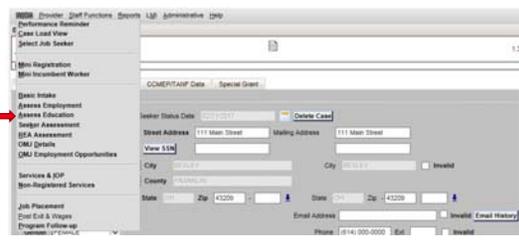
132 Department of Industrial Family Services

EFL: PRE- AND POST TEST

- Comparing initial educational functioning level, as measured by a pre-test, with the participant's educational functioning level, as measured by a post-test
 - Entered in OWCMS:
 - Assess Education → Literacy and Numeracy Tab – Pretest EFL vs Posttest EFL

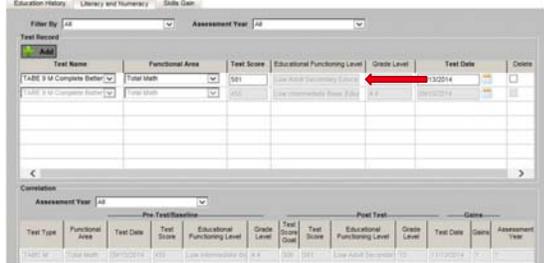
133

EFL: PRE- AND POST TEST



134

EFL: PRE- AND POST TEST



Test Name	Functional Area	Test Score	Educational Functioning Level	Grade Level	Test Date	Delete
TABE F-4 Complete Edition	Total Math	581	Low Adult Secondary Grade	4.0	11/20/17	
TABE F-4 Complete Edition	Total Math	581	Low Intermediate Base Skill	4.0	09/15/14	

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EFL: ENTERING POSTSECONDARY

- Enrolling in postsecondary education and training during the program year if the participant exits a training program below the postsecondary level

- Entered in OWCMS – 2 ways: **if ISY or receiving “Alternative Secondary School Offerings” service**
 1. Gain occurs if then enrolled in “Occupational Skills Training”, “Occupational Skills Training/ITA”, or “Apprenticeship” on the “Services & IOP” screen; or
 2. Enrolled in postsecondary, apprenticeship, or occupational skills training on the post exit and wages screen → “Placement Information”

136 ←

EFL: ENTERING POSTSECONDARY

137 ←

EFL: ENTERING POSTSECONDARY

138 ←

HOW DO YOU ACHIEVE A GAIN?

2. Attainment of secondary school diploma or equivalent

- Same as the credential measure definition:
 - ✓ Obtaining certification of attaining passing scores on a State-recognized high school equivalency test
 - ✓ Earning a secondary school diploma or State-recognized equivalent through a credit-bearing secondary education program

139 Department of Juvenile Family Services

GAIN: DIPLOMA OR EQUIVALENT

➤ Attainment of secondary school diploma or equivalent

➤ Entered in OWCMS - 3 ways:

1. *Services & IOP* → “Credential, Diploma, or Certificate” = “High School Diploma” or “GED”; or
2. *Post exit & wages* → “Credential, Diploma, or Certificate” = “High School Diploma” or “GED”;
3. *Assess Education* → *Education History* = “High School Graduate” or “GED/High School Equivalent” with Date completed

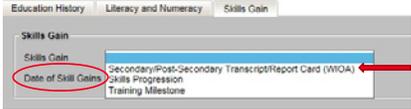
140 Department of Juvenile Family Services

GAIN: DIPLOMA OR EQUIVALENT: SERVICES & IOP SCREEN

141 Department of Juvenile Family Services

GAIN: SECONDARY / POSTSECONDARY TRANSCRIPT

- Secondary or postsecondary transcript for sufficient number of credit hours.
- Entered in OWCMS:
 - Assess Education → Skills Gain Tab → "Secondary/Postsecondary Transcript/Report Card"



145 Department of Industrial Family Services

HOW DO YOU ACHIEVE A GAIN?

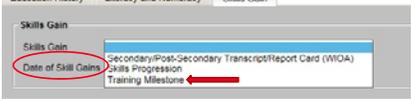
4. Satisfactory progress report toward an established milestone from an employer or training provider

- Completion of 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 also can be used to document progress

146 Department of Industrial Family Services

GAIN: MILESTONE

- Satisfactory progress report toward an established milestone from an employer or training provider
- Entered in OWCMS:
 - Assess Education → Skills Gain Tab → "Training Milestone"



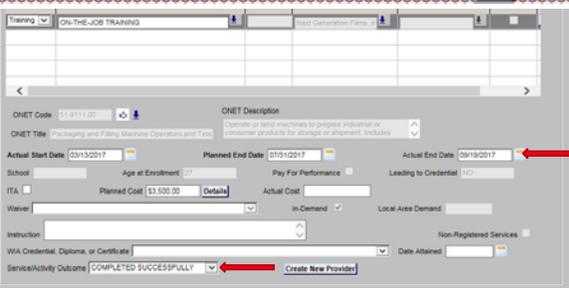
147 Department of Industrial Family Services

GAIN: MILESTONE

- Satisfactory progress report toward an established milestone from an employer or training provider
- Entered in OWCMS:
 - For a completed OJT - entered in OWCMS:
 - Services & IOP → Training Service of OJT with a populated "Actual End Date" and "Outcome" value of "Completed Successfully"

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GAIN: MILESTONE: SERVICES & IOP SCREEN



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HOW DO YOU ACHIEVE A GAIN?

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 test necessary to obtain a credential (e.g., exam-based credential STNA, CDL, etc.)

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GAIN: SKILLS PROGRESSION

- 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
- Entered in OWCMS:
 - Assess Education → Skills Gain Tab → "Skills Progression"



The screenshot shows the OWCMS interface with tabs for 'Education History', 'Literacy and Numeracy', and 'Skills Gain'. Under the 'Skills Gain' tab, there are three options: 'Skills Gain', 'Date of Skill Gains', and 'Training Milestone'. The 'Skills Gain' option is highlighted in blue, and 'Skills Progression' is selected within it. A red circle highlights 'Date of Skill Gains' and a red arrow points to 'Skills Progression'.

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MEASURABLE SKILL GAINS

- OWCMS: Assess Education → Skill Gains Tab
 - At present, only one gain can be documented
 - Functionality to document multiple gains should be available by PY 2017
 - Now able to over-write gains for PY 2016

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KNOWLEDGE CHECK

Q8. Steve enrolled in WIOA on May 5, 2017 and began training on September 15, 2017. In which program year will a skill gain be measured?

Answer: Steve's gain would be measured in Program Year 2017 because training started in PY 2017 (after July 2017), even though he was enrolled in PY 2016 (before June 2017).

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EFFECTIVENESS IN SERVING EMPLOYERS

- Effectiveness in Serving Employers (i.e., job retention)
- The percentage of program participants employed by the same employer in the 2nd and the 4th quarter after exit
 - e.g., $\frac{95 \text{ employed with same employer at 4th quarter after exit}}{100 \text{ employed 2nd quarter after exit}} = 95\%$
 - ✓ **Numerator:** Verifiable employment with the *same* employer (wage record data only) in measurement the 4th post-exit quarter
 - ✓ **Denominator:** All program participants employed at 2nd quarter after exit (with wage record)

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EFFECTIVENESS IN SERVING EMPLOYERS - ADDITIONAL MEASURE

- **Repeat Business Customers**
 - **Numerator:** total number of establishments that received a service in an area during the program year AND who utilized a service anytime within the previous three years
 - **Denominator:** all area businesses at the establishment level during the program year who have received a service previously in the last three years

e.g., $\frac{45 \text{ businesses received service during PY AND utilized service within previous 3 years}}{50 \text{ businesses who received service within previous 3 years}} = 90\%$

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EFFECTIVENESS IN SERVING EMPLOYERS

- Examples of Services Provided to Employers:
 - Employer Information and Support Services
 - Workforce Recruitment Assistance
 - Strategic Planning/Economic Development Activities
 - Untapped Labor Pools Activities
 - Rapid Response/Business Downsizing Assistance/Planning Layoff Response

157 Department of Job and Family Services

ENTERING EMPLOYER SERVICES IN OWCMS

To enter employer services in OWCMS...

- Search for an employer using the following fields:
 - Employer Name
 - FEIN
- If an employer is entered in the system and matches your search criteria, the results will be displayed as you type. The list of employers are compiled from the Ohio Business Gateway and OhioMeansJobs. Once the desired employer is located, click on the employer record from the drop-down search results
- If the desired employer cannot be initially located in search, you may need to contact OMJ Help Desk to enter a new employer

158 Department of Job and Family Services

ACCESSING EMPLOYER SERVICES SCREEN

The screenshot shows the OWCMS interface. In the top navigation menu, 'Employer / Resume Referrals' is selected, and 'Employer Search / Services' is highlighted with a red box and an arrow. Below, the 'Select Employer' screen displays search results for 'COSMIC DAVE CORPORATION'. A red box highlights the 'FEIN' field (201608016 5401821) and the 'WithHolder' field (201608016 52608729).

159 Department of Job and Family Services

ENTERING EMPLOYER SERVICES IN OWCMS

- Employer services are going to be tracked by employer location in order to distinguish the services provided to large corporations with multiple locations
- *Therefore, you must select a location prior to adding an Employer Service*
- If needed, add a new employer location
 - Click the Add Employer Location button on the Employer Search screen

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ADD EMPLOYER LOCATION

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ENTERING EMPLOYER SERVICES IN OWCMS

- **Entering a New Employer**
- If the desired employer cannot be located by utilizing the Employer Search screen, please contact the OMJ Help Desk at:
 - OMJ-HELP-DESK@dfs.ohio.gov
 - 1.888.296.7541, Option #4
- Please include the following information in your email, or have it readily available if calling:
 - FEIN
 - Business Name
 - NAICS Code and/or NAICS Description
 - Employer Type

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ADD EMPLOYER SERVICE

The Select Employer screen displays with the service successfully added to the Employer Services section

1. **View/Edit:** The View/Edit button allows the user to view and edit (given permissions) the entered service for an employer location
2. **Delete:** The Delete button allows the user to delete (given permissions) the entered service for an employer location

166

REVIEW OF REPORTING AND PERFORMANCE PROCESS

167

EXAMPLE OF A YOUTH CASE: ENROLLMENT TO FOLLOW-UP

- 17 years old
- TANF recipient
- Limited English skills
- High school incomplete

Record all barriers in OWCMS!

→

WIOA Youth

CCMEP Youth

Co-enrolled on August 1, 2017 (PY 2017)

Enrolled in Program

Training

Measurable Skill Gains

Credential

Job

Follow Up

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PERFORMANCE REFERENCE

- **Program Performance Information:**
<http://jfs.ohio.gov/owd/WIOA/Performance/index.stm>
- **USDOL Information:** [Performance Accountability Guidance for Workforce Innovation and Opportunity Act \(WIOA\) Title I, Title II, Title III and Title IV Core Programs \(TEGL 10-16, Change I\)](#)
- **ODJFS/OWD/CCMEP Information:**
<http://jfs.ohio.gov/owd/WorkforceProf/Index.stm>

172 

PROGRAM AND SYSTEM QUESTIONS

Contact The Ohio Department of Job and Family Services,
Office of Workforce Development

- WIOA
 - Email WIOAQNA@jfs.ohio.gov
- CCMEP
 - Email CCMEPQNA@jfs.ohio.gov
- OWCMS
 - Phone: 1-888-296-7541, Option # 2
 - E-Mail: OMJ-HELP-DESK@jfs.ohio.gov
- Email with questions and to request trainings

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PERFORMANCE AND REPORTING QUESTIONS

Dan Rizo-Patron

Performance Manager
Office of Workforce Development
614-466-9881
Daniel.Rizo-Patron@jfs.ohio.gov
