Performance Reporting Desk Aid

WIOA: Adult and Dislocated Worker

This manual is a brief resource containing definitions of the six primary performance measures for the Workforce Innovation Opportunity Act (WIOA) Adult and Dislocated Worker Programs 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 workforce areas receive reporting and performance credit for the WIOA programs.**


**Questions?**
Contact [OWCMS-Help-Desk@jfs.ohio.gov](mailto:OWCMS-Help-Desk@jfs.ohio.gov) or OWCMS questions and [WIOAQNA@jfs.ohio.gov](mailto:WIOAQNA@jfs.ohio.gov) for WIOA questions.
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When Performance Measures Are Evaluated

**WIOA Adult and Dislocated Worker**

- **2nd Qtr. After Exit**
  - Employment
  - Median Earnings

- **4th Qtr. After Exit**
  - Employment
  - Effectiveness in Serving Employers (Retention)
  - Credential Attainment
    - During participation 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.** 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 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 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

![OCMS Data Entry Screen](image)

**Registration Data**
- **Documented Reason for Youth Eligibility:** LOW INCOME, FAMILY ASSISTANCE, SNAP
- **Family Size:** 5
- **Family 6 Month Income:** $5,000.00
- **Individual 6 Month Income:** $1,000.00

**Barriers Data**
- **Low Income:** Yes
- **Dislocated Worker:** Yes
- **Employed:** Yes
- **Registered for Selective Service:** Yes
- **A Contributor:** Yes
- **Homeless:** Yes
- **Subject to the Justice System:** Yes
- **Low Levels of English Literacy:** Yes

**Additional Data**
- ** Pell Grant Recipient:** Yes
Excluding a WIOA Case from Performance

➢ When a WIOA participant **meets one of the following criteria during participation and exits the program for this reason**, they may be excluded from all performance measures (WIOAPL-17-02).

➢ (1) The participant has become incarcerated in a correctional institution or has become a resident of an institution or facility providing 24-hour support (i.e., a hospital or treatment center) during the course of receiving services;

➢ (2) The participant exits the program because of medical treatment. The treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program;

➢ (3) The participant is deceased;

➢ (4) The participant is a member of the National Guard or other reserve military unit of armed forces and is called to active duty for at least 90 days; and

➢ (5) For the WIOA Youth program only, the participant is in the foster care system and exits the program because the participant has moved from the local area as part of such program or system.

**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 **WIOA Adult/DW** (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 = Health/Medical
      iii. #3 = Deceased
      iv. #4 = Reservists Called to Active Duty
      v. #5 = Relocated to Mandated Residential Program
5. Click **Save**

**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**.
Employment – 2nd Quarter After Exit and 4th Quarter After Exit

**Definition:** The percentage of Adult/Dislocated Worker program participants in unsubsidized employment during the measurement quarter (2nd or 4th post-exit quarter) compared to all Adult/Dislocated Worker program participants who have exited (2nd or 4th post-exit quarter).

**NOTE:**
- 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.

**How to Enter into OWCMS:**

**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 supplement earnings for the quarter (see page 9 for information on how to calculate quarterly earnings)
5. Under Is Employment Training-Related? option, choose the best response
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 supplement earnings for the quarter (see page 9 for information on how to calculate quarterly earnings)
7. If in an apprenticeship, choose “In A Qualified Apprenticeship” and enter supplement wages
### Supplemental Source of Data

Enter the information below for any source of wages received from employment during the quarter. Examples would be the primary job or secondary job, and either full time, part time, temporary or seasonal employer.

<table>
<thead>
<tr>
<th>Delete?</th>
<th>Self Employed?</th>
<th>Supplemental Earnings From Employer</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

**Employer Name:** Military  
**Employer City:** Happytown  
**Employer State:** OHIO

**Total Q2 Supplemental Wages:** $4,940.00
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 of the program participant’s 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:

<table>
<thead>
<tr>
<th>Hourly Rate</th>
<th>Hours Worked Per Week</th>
<th>13 Weeks (in quarter)</th>
</tr>
</thead>
</table>

For example, $10 per hour X 40 hours per week X 13 weeks = **$5,200 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 in order 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 (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

### Supplemental Source of Data

Enter the information below for any source of wages received from employment during the quarter. Examples would be the primary job or secondary job; and either full time, part time, temporary or seasonal employer.

<table>
<thead>
<tr>
<th>Delete?</th>
<th>Self Employed? Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

Supplemental Earnings From Employer $3,000.00

- [ ] Per Hour
- [ ] Per Quarter

Employer Name: Test Employer

Employer City: Columbus

Employer State: Ohio

Total Q2 Supplemental Wages $3,000.00

- [ ] Per Hour
- [ ] Per Quarter
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 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 WIOA help desk):
- OWD Credential Checklist: [https://jfs.ohio.gov/owd/WorkforceProf/Docs/CredentialClassificationChecklistTemplate.stm](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](https://www.careeronestop.org/Credentials/Toolkit/find-certifications.aspx)

**Which Adults/Dislocated Workers are included in the measure?**
- Adult/Dislocated Workers:
  - Individuals provided with a training service that leads to a credential

**NOTE:** As of PY 2018, Participants’ training must be either partially or fully funded by WIOA (or a partner program such as TAA) to be included in the credential attainment rate performance measure. Participants who are in school at entry are not automatically included in this measure unless WIOA or a partner program ultimately funds the training.

This information can be entered in OWCMS at any time during program participation:
1. During program participation, if received specific service(s):
   - Adult/Dislocated Worker:
     - 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
     - **NOTE:** On-the-Job Training and customized training are services excluded from credential attainment

**How are participants identified in OWCMS?**
There is one way for an Adult/Dislocated participant to be included as part of the population enrolled in education or training program leading to a recognized diploma, degree, or a credential.
During Program Participation, if participant receives specific service(s)*:

1. From the menu, click on WIOA then IOP
2. Click IOP, under WIOA Adult/DW (on left)
3. Click the Services tab
4. Under Training Services section, click to add a service
3. *Choose from one of the qualifying services listed below:
   ➢ Adult Education and Literacy Activities in Combination with Other Job Skills
   ➢ Apprenticeship
   ➢ Entrepreneurial Training
   ➢ Occupational Skills Training/ITA
   ➢ Occupational Skills Training
   ➢ Skills Upgrading and Retraining

How to 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 WIOA ADULT/DW (on left)
   c. Click the Services tab
   d. Under Training Services section, expand the training service by clicking
   e. Under Credential, Diploma, or Certificate, choose the credential
   f. Enter Date Attained
2. **During Program Participation**
If participants complete a high school diploma/equivalent during participation, enter it in the Education Degrees and Certifications Details on the IOP.

On the IOP screen:
- From the menu, click on WIOA then IOP
- Click IOP, under WIOA ADULT/DW (on left)
- Under the Education Degrees and Certifications Details section is the Degrees/Certifications section
- Choose the credential from the Degree/Certifications dropdown
- Enter Completion Date
Options on the Degree/Certification dropdown menu:

### Degre/Certification

<table>
<thead>
<tr>
<th>Select</th>
<th>School/Program Name</th>
<th>Degree/Certification</th>
<th>Completion Date</th>
<th>Currently Enrolled/Not Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Ultimate Healthcare Sc.</td>
<td>Occupational Skills Certificate</td>
<td>02/06/2020</td>
<td>Currently Enrolled</td>
</tr>
<tr>
<td></td>
<td>The Academy for Urb...</td>
<td>High School Diploma</td>
<td>05/21/2020</td>
<td>Not Completed</td>
</tr>
</tbody>
</table>

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 19)
   - Achievement of at least one educational functioning level, if receiving instruction below postsecondary education level
2. Secondary School Diploma or Equivalent (see page 22)
3. Secondary or Postsecondary Transcript/Report Card (for sufficient number of credit hours) (see page 25)
4. Training Milestone (see page 25)
   - Satisfactory progress report toward an established milestone from an employer or training provider
5. Skills Progression (see page 27)
   - Passage of an exam required for an occupation
   - OR
   - Progress attaining technical/occupational skills as evidenced by trade-related benchmarks

**Which gain(s) can a MSG participant earn?**

Individuals receiving a training service that leads to a credential OR employment.

- 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)
  - Training Milestone (#4)
  - Exam-based Benchmark or Credential (#5)

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

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

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

Participant Below Postsecondary
- Secondary School Diploma or Equivalent
- Secondary School Transcript
- Educational Functioning Level Gain
  - 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

Participant in On-the-Job Training
- Training Milestone
- Successfully Complete OJT
Who is included in the Measurable Skill Gains measure?

As of PY 2018, Participants’ training must be either partially or fully funded by WIOA (or a partner program such as TAA), in the current program year, to be included in the measurable skill gains performance measure. Participants who are in school at entry are not automatically included in this measure unless WIOA or a partner program ultimately funds the training. Adult and Dislocated Worker 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 are only receiving career services only are not included in the MSG measure. In other words, not all Adult and/or Dislocated Worker participants are included.

Adult and Dislocated Worker participants are included in the Measurable Skill Gain, if and only if, one or more of the following conditions are met during the current program year.

➢ In Training
  o 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>During Participation</td>
<td>NA</td>
<td>Receiving training service</td>
<td>An Actual End Date on all training services</td>
</tr>
</tbody>
</table>

*If all options for 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 training and is included in the Measurable Skill Gains?

There is one place in OWCMS to determine whether a participant is in training leading to a recognized diploma, degree, or a credential OR employment.

1. From the menu, click on WIOA then IOP
2. Click IOP, under WIOA Adult/DW (on left)
3. Click the Services tab
4. Under Training Services section, click to add a service
3. *Choose from one of the qualifying services listed below:
   ➢ Adult Education and Literacy Activities in Combination with Other Job Skills
   ➢ Apprenticeship
   ➢ Apprenticeship On-The-Job Training
   ➢ Customized Training
   ➢ Entrepreneurial Training
   ➢ Occupational Skills Training/ITA
   ➢ Occupational Skills Training
   ➢ On-The-Job Training (OJT)
   ➢ Other Training
   ➢ Private Sector Training
   ➢ Skills Upgrading and Retraining
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 19)
   - Secondary School Diploma or Equivalent (see page 22)
   - Training Milestone: Satisfactory Progress Report from Employer/Training Provider (page 25)

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 25)
   - Post-Secondary Transcript/Report Card (see page 25)
   - Training Milestone: Satisfactory Progress Report from Employer/Training Provider (see page 25)
   - Skills Progression: Exam-based Benchmark or Credential (see page Error! Bookmark not defined.)

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
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.
   a. TABE is a commonly used assessment for EFL

Gain for Educational Functioning Level based on exiting secondary education and subsequently enrolling in postsecondary education (2 ways to document):

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

1b. If a 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”.

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The second automated MSG method is during 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:

a. From the menu, click on WIOA and then IOP
b. Click IOP, under WIOA ADULT/DW (on left)
c. Click the Services tab
d. Under Training Services section, click to add an eligible service
e. Choose from Occupational Skills Training or Apprenticeship

OR:

2. If a 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:

   a. From the menu, click on WIOA then on Post Exit & Wages,
   b. Click the ↓ next to Placement Information,
   c. Choose In Postsecondary Education, In a Qualified Apprenticeship, or In Occupational Skills Training.
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 methods** *(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 **WIOA ADULT/DW** (on left)
   c. Click the **Services** tab
   d. Under **Training Services** section, expand the training service by clicking
   e. Under **Credential, Diploma, or Certificate**, choose the credential
2. On the **IOP** screen:
   a. From the menu, click on **WIOA** then **IOP**
   b. Click **IOP**, under **WIOA ADULT/DW** (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 the eligible credential
   c. Enter date in **Date Attained**
When a high school diploma or equivalent is entered in OWCMS in any of the following 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

**How to Enter into OWCMS**

1. For a Training Milestone (manual entry skill gain):
   a. From the menu, click on **WIOA** then **Assess Education**
   b. Click on the **Skills Gain** tab
   c. Under **Skills Gain**, select **Training Milestone: Satisfactory Progress Report from Employer/Training Provider**
   d. Enter date attained in **Date of Skill Gains**

2. For a completed On-the-Job Training (OJT) (automatically generated skill gain)
   a. From the menu, click on **WIOA** then **Services**
   b. Click **Add** to select On-the-Job Training
   c. Under **Actual End Date**, make sure there is an actual end date
   d. Under **Service/Activity Outcome**, select **Completed Successfully**
When an *On-the-Job Training* is entered in OWCMS and deemed “Completed Successfully”, the **Skills Gain** tab will automatically identify the gain and say “Training Milestone: Satisfactory Progress Report from Employer/Training Provider” with the date of the 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 Skill 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.

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.
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 into OWCMS:**
To record services provided to employers, please see additional document titled, **OWCMS: EMPLOYER SERVICES** for instructions and screenshots. It is posted on the Performance Website: [http://jfs.ohio.gov/owd/WorkforceProf/Docs/OWCMS-EmployerServices.stm](http://jfs.ohio.gov/owd/WorkforceProf/Docs/OWCMS-EmployerServices.stm)