

	<i>Effective Date:</i> 07/01/21	<i>Type:</i> X Policy Procedure <i>Function:</i> Adult, Dislocated Worker & Youth	Page 1 of 5
	<i>Revised Date:</i> 05/17/21	<i>Section # & Title:</i> 400 – Other Programs and Initiatives	
Phoenix Business and Workforce Development Board (approval authority)	<i>Date Approved:</i> 06/30/21	<i>Subject # & Title:</i> .407 Performance Measures	

I. APPLICABILITY/SCOPE

This policy applies to all Workforce Innovation and Opportunity Act (WIOA) Title I-B staff and contractors delivering workforce development Adult, Youth, and Dislocated Worker programs and services under ARIZONA@WORK City of Phoenix.

II. PURPOSE

This policy elaborates on the performance accountability requirements for WIOA Title I-B programs.

III. BACKGROUND

WIOA establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of state and local workforce development areas in achieving positive outcomes for individuals served by the workforce development system’s six core programs. The six core programs are the Adult, Dislocated Worker, and Youth programs authorized under WIOA Title I; the Adult Education and Family Literacy Act program, authorized under WIOA Title II; the Employment Service program authorized under the Wagner-Peyser Act as amended under WIOA Title III; and the Vocational Rehabilitation program authorized by the Rehabilitation Act as amended by WIOA Title IV. This policy applies to the outcomes of participants in the Title I-B Adult, Youth, and Dislocated Worker programs.

Expected levels of performance for each performance indicator are negotiated with the Arizona Department of Economic Security for each program year. The negotiations include a review of suggested levels of performance based on an objective statistical model and a discussion of circumstances not accounted for in the model that also considers the extent to which the levels promote continuous improvement.

IV. DEFINITIONS

Arizona Job Connection (AJC) – is a database used to collect and report on the participation cycle of eligible Adults, Youth and Dislocated Workers who receive WIOA funded services administered by the Arizona Department of Economic Security.

Exit – is the last date of service for a Participant.

Participant - an eligible applicant who has received at least one participation service on or after the date the applicant was determined eligible.

Unsubsidized Employment - employment in the private sector or public sector for which the employer does not receive a subsidy from public funds to offset all or a part of the wages and costs of employing an individual.

V. POLICY

A. Indicators of Performance:

There are six primary indicators of performance, including one that pertains to the provision of services to employers. Only five measures are applicable to WIOA participants which are covered in this policy.

	<i>Effective Date:</i> 07/01/21	<i>Type:</i> X Policy Procedure <i>Function:</i> Adult, Youth, and Dislocated Worker	Page 2 of 5
	<i>Revised Date:</i> 05/17/21	<i>Section # & Title:</i> 400 – Other Programs and Initiatives	
Phoenix Business and Workforce Development Board (approval authority)	<i>Date Approved:</i> 06/30/21	<i>Subject # & Title:</i> .407 Performance Measures	

1. **Employment Rate – 2nd Quarter After Exit:** the percentage of participants who are in unsubsidized employment during the second quarter after exit from the program.
For Title I-B Youth, the indicator is the percentage of participants in education or training activities or in unsubsidized employment during the second quarter after exit.
2. **Employment Rate – 4th Quarter After Exit:** the percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program.
For Title I-B Youth, the indicator is the percentage of participants in education or training activities or in unsubsidized employment during the fourth quarter after exit.
3. **Median Earnings – 2nd Quarter after Exit:** the median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.

The following participants are not included in this measure:

- Participants that have exited and are not employed in the 2nd quarter after exit
 - Participants that have exited the program and for whom earnings are not yet available
 - Participants who have exited and have \$0 income
4. **Credential Attainment:** the percentage of participants enrolled in an education or training program (excluding participants in On-the-Job Training [OJT] and customized training) who attain a recognized post-secondary credential; or a secondary school diploma; or its recognized equivalent, during participation in or within four quarters after exit from the program.

A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage of participants who have attained a secondary school diploma or its recognized equivalent only if the participant also is employed within four quarters after exit or is enrolled in an education or training program leading to a recognized post-secondary credential within 365 days of exit from the program.

It is important to note that OJT and customized training are excluded from the credential attainment performance indicator. However, the Department of Labor’s Employment and Training Administration (ETA) encourages Title I-B to consider OJT and customized training programs that do result in a credential.

For details on the types of credentials and their applicability, please refer to the State of Arizona WIOA Policy Manual, Section 512, Credentials:

https://des.az.gov/sites/default/files/media/wioa_training_services_policy_9-10-2020.pdf?time=1600730438005


	<i>Effective Date:</i> 07/01/21	<i>Type:</i> X Policy Procedure <i>Function:</i> Adult, Youth, and Dislocated Worker	Page 3 of 5
	<i>Revised Date:</i> 05/17/21	<i>Section # & Title:</i> 400 – Other Programs and Initiatives	
Phoenix Business and Workforce Development Board (approval authority)	<i>Date Approved:</i> 06/30/21	<i>Subject # & Title:</i> .407 Performance Measures	

5. **Measurable Skill Gains (MSG):** the percentage of program participants who, during a program year, are in an education or training program that leads to a recognized post-secondary credential or employment and who are achieving measurable skill gains (defined as documented academic, technical, occupational, or other forms of progress) towards such a credential or employment. The MSG measure is not exit-based but a real-time measure.

For the WIOA Title I-B Adult and Dislocated Worker, the MSG performance indicator includes adult and dislocated workers who are in a training and education program, including work-based training such as OJT, and Registered Apprenticeships.

For the WIOA Title I-B Youth program, only youth who are in the occupational skills training program element, or who get reconnected to secondary education, postsecondary education, adult education, Youthbuild, JobCorps are included in the MSG performance indicator. Depending on the type of education or training program, documented progress is defined as one of the following:

- a. Educational Functioning Level (EFL) - documented achievement of at least one educational functioning level of a participant who is receiving instruction below the post-secondary education level. EFL may be measured by the following:
 - i. A basic skills pre- and post-test which demonstrates an advancement of an educational level; the pre- and post-test must be completed using the same assessment tool. The only allowable tests and documentation for determining EFL are:
 - a) TABE 11/12 (Forms 11 and 12 are approved for use on paper and through a computer-based delivery format). Expires 9/7/20204
 - b) CASAS Math Goal Series (Forms 900, 913, 914, 917, and 918). Expires 3/7/20200; and
 - c) CASAS Reading Goals Series, 901 – 908. Expires 2/5/20205
 - ii. Participants attending an adult high school program and are awarded credits or units toward a secondary school diploma or its recognized equivalent; and adult diploma, also known as an adult high school diploma, is awarded to students who complete the classes they did not take while in high school. Acceptable documentation:
 - a) Copy of an official transcript or a report card from the educational provider; or
 - b) A letter from the educational provider.
 - iii. Participants who exit the program below the post-secondary level and enroll in post-secondary education or training during the same program year.
- b. Secondary School Diploma - documented attainment of a secondary school diploma or its recognized equivalent. Acceptable documentation:
 - i. Copy of high school diploma or high school equivalency diploma;
 - ii. Copy of an official transcript; or
 - iii. Certification of attaining passing scores on all parts of a GED test.

	Effective Date: 07/01/21	Type: X Policy Procedure Function: Adult, Youth, and Dislocated Worker	Page 4 of 5
	Revised Date: 05/17/21	Section # & Title: 400 – Other Programs and Initiatives	
Phoenix Business and Workforce Development Board (approval authority)	Date Approved: 06/30/21	Subject # & Title: .407 Performance Measures	


Acceptable Secondary Education documentation:

- i. Copy of an official semester transcript or report card for one semester showing that the participant is achieving passing grades of D or above and is in good academic standing

Acceptable Post-Secondary Education documentation:

- i. Copy of an official transcript or report card demonstrating the credit levels were achieved and the participant was in good academic standing based on enrollment status.
Full-time Student – completion of a minimum of 12 credit hours per semester
Part-time Student – completion of a minimum of 12 credit hours over the course of two consecutive semesters (or equivalent) during a 12-month period. If a post-secondary student completed 6 hours in the spring semester and 6 or more hours in the fall semester and those consecutive semesters crossed program years, they would not count as a skill gain in the first program year but they would count as a skill gain in the second program year.

- c. Milestone – a satisfactory or better progress report towards established milestones from an employer or training provider. This includes participants enrolled in OJT, Registered Apprenticeships, customized training, incumbent worker training, and employer led training when the worker is enrolled in WIOA career services. It also includes certain Eligible Training Provider Training (ETPL) programs. Acceptable documentation:
 - i. Documented progress report from an employer or ETPL provider demonstrating the participant is achieving satisfactory progress in meeting the training objectives outlined by the employer or ETPL course syllabus; or that the individual has acquired new skills, or steps to completing an OJT or course syllabus;
 - ii. Documentation of successful completion of an OJT;
 - iii. A progress report from the Apprenticeship documenting satisfactory progress on established milestones;
 - iv. Exam results demonstrating satisfactory progress on key competency areas required by the Apprenticeship; or
 - v. Increases in pay resulting from newly acquired skills or increased performance also can be used to document progress.
- d. Skills Progression - This MSG type measures skills progression through the participant’s passage of an examination that (i) is required for a particular occupation or (ii) shows progress in attaining technical or occupational skills. Acceptable documentation:
 - i. Passing scores in a related instruction exam (registered apprenticeship program);
 - ii. Certificate that shows passage of an employer-required knowledge-based exam;
 - iii. Passing score in a training program’s unit test; or
 - iv. Copy of a credential that is earned after the passage of an exam:

	<i>Effective Date:</i> 07/01/21	<i>Type:</i> X Policy Procedure <i>Function:</i> Adult, Youth, and Dislocated Worker	Page 5 of 5
	<i>Revised Date:</i> 05/17/21	<i>Section # & Title:</i> 400 – Other Programs and Initiatives	
Phoenix Business and Workforce Development Board (approval authority)	<i>Date Approved:</i> 06/30/21	<i>Subject # & Title:</i> .407 Performance Measures	

- A nursing assistant certificate (certified nursing assistant)
- A commercial driver’s license

A participant may only have one MSG per program year, and at least one MSG is required for all program years that the participant receives an education or training service. Participants are included in the MSG indicator regardless of how long they have participated in the program in the program year. Staff must not delay enrollment or services to participants until a new program year if the program determines that there is insufficient time to attain the measurable skill gain by the end of the program year. The appropriate MSG is recorded in AJC.

For additional information on the types of MSGs and the documentation necessary to validate them, please refer to the State of Arizona WIOA Policy Manual, Sections 513-516:
https://des.az.gov/sites/default/files/media/trainingservicespolicy_final.pdf


B. Supplemental Wage Information

WIOA requires states to use quarterly wage records, consistent with state law, to measure their progress on satisfying State and local performance accountability indicators. However, quarterly Unemployment Insurance (UI) wage records will not result in a match in all circumstances. The need for supplemental wage data may not be apparent until no match is found in UI records or in federal or military employment, which becomes available on a time-lagged basis.

1. Supplemental data may be used when:
 - The participant has not provided his/her social security number;
 - UI wage records are not available for the participant (such as federal or military employees); or
 - The participant is self-employed.
2. Supplemental data is used to:
 - Verify employment in the 2nd and 4th quarters; and
 - Verify median earnings in the 2nd quarter

The same method of wage collection must be used to verify employment and wage information in the same calendar quarter. For example, if supplemental data is used to determine median wage information in the second quarter after exit, then the same supplemental wage information must be used to determine employment status in the second quarter after exit.

3. Supplemental data must be entered as:
 - Total quarterly wages as a dollar amount (not hourly or as an annual amount); and
 - Close to the reference quarter as possible
4. Acceptable forms of supplemental wage information include:
 - a. Tax documents, payroll records, and employer records such as:

	<i>Effective Date:</i> 07/01/21	<i>Type:</i> X Policy Procedure <i>Function:</i> Adult, Youth, and Dislocated Worker	Page 6 of 5
	<i>Revised Date:</i> 05/17/21	<i>Section # & Title:</i> 400 – Other Programs and Initiatives	
Phoenix Business and Workforce Development Board (approval authority)	<i>Date Approved:</i> 06/30/21	<i>Subject # & Title:</i> .407 Performance Measures	

- Copies of quarterly tax payment forms to the Internal Revenue Service, such as a Form 941 (Employer’s Quarterly Tax Return);
 - Copies of paystubs (minimum of 2 paystubs); or
 - Signed letter or other information from an employer on letterhead, attesting to an individual’s employment status and earnings
- b. Other supplemental wage records:
- Follow-up survey (self-reported) from program participants;
 - Income earned from commission in sales or similar positions;
 - Detailed case notes verified by an employer and signed by the Title I-Bstaff;
 - Automatic database systems or data matching with partner programs when a DataSharing Agreement exists;
 - One-Stop operating systems’ administrative records, such as current records of eligibility programs with income-based eligibility such as Temporary Assistance for Needy Families (TANF), or Supplemental Nutrition Assistance Program (SNAP); or
 - Self-employment worksheets signed and attested to by the program participant

VI. POLICY MANAGEMENT REQUIREMENTS

This policy will be reviewed on an annual basis. Recommendations for revision will be submitted to Phoenix Business and Workforce Development Board’s Executive Director.

VII. ADDITIONAL OR MISCELLANEOUS INFORMATION

Attachment A: Measurable Skills Gains Guide: <https://des.az.gov/sites/default/files/media/500A-Measurable-Skill-Gains-Guide.pdf?time=1624031986197>

Measurable Skill Gains Guide

Adult, Dislocated Worker, and Youth Programs

What is the measurable skill gains (MSG) indicator?

The MSG performance indicator measures **interim progress** of participants enrolled in **education or training** leading to a **recognized postsecondary credential** or **employment**.

Only **one MSG** per participant, per period of participation, per program year is **included in the measure**. However, **multiple MSG may be recorded** in the Arizona Job Connection (AJC) system for a participant in a given program year.

How does WIOA define “recognized postsecondary credential”?

A recognized postsecondary credential is a credential consisting of --

- An industry-recognized certificate or certification;
- A certificate of completion of an apprenticeship;
- A license recognized by Arizona or the federal government; or
- An associate or baccalaureate degree.

Note: Master’s and other graduate degrees are excluded from the definition. The [Postsecondary Credential Attainment Decision Tree](#) may help determine if a credential is a recognized postsecondary credential.

Which participants are included in this measure?

Adult and Dislocated Worker Participants

- Those in education or training, partially or fully funded by the Adult or Dislocated Worker program, leading to a recognized postsecondary credential or employment
 - **On-the-job training (OJT)** and **customized training** participants are included.

Youth Participants

- All in-school youth (ISY)
- Out-of-school youth (OSY) enrolled in education or training partially or fully **funded by the Youth program**¹
 - OJT or customized training participants are **not included**.

What are the types of MSG?

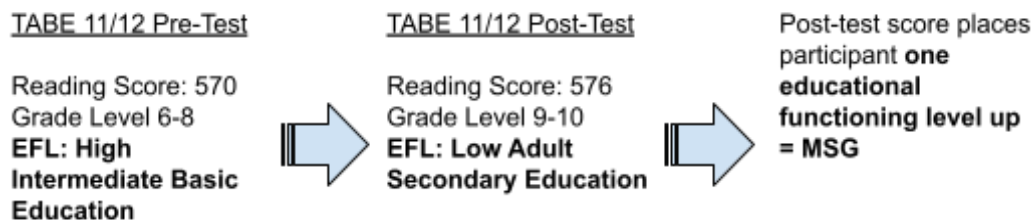
- [Educational functioning level \(EFL\) gain](#)
- [Attainment of secondary school diploma or equivalent](#)
- [Receipt of secondary or postsecondary transcript or report card](#)
- [Progress towards training milestone](#)
- [Exam passage \(skills progression\)](#)

EFL Gain

This MSG type applies to participants receiving **instruction below the postsecondary-education level** and may be measured by either²:

- Enrollment in postsecondary education or training during the program year (for participants who were enrolled in and exited a basic education program); or
- Comparison of initial EFL and current EFL based on a test that is used in the [National Reporting System for Adult Education](#).

Test scores must show **achievement of at least one EFL**. For example:



¹ Per TEGL 10-16, Change 1, OSY in secondary/postsecondary education, Title II adult education, YouthBuild, or Job Corps are included in the measure. However, due to Arizona's performance reporting method and the Dept. of Labor's reporting system (Workforce Integrated Performance System) design, OSY receiving partner program-funded education or training will not be included in the measure unless the OSY is also participating in education or training funded by the Youth program.

² Awarding of credits or Carnegie units in state-funded adult high school (H.S.) is one of three ways to measure EFL gain. Arizona, however, does not currently have state-funded adult H.S.

Attainment of Secondary School Diploma or Equivalent

MSG may be documented when the participant obtains one of the following:

- A high school diploma; or
- A high school equivalency (HSE) diploma through [the GED Pathway, the College Credit Pathway, or the HSE PLUS Career Readiness Pathway](#).

Receipt of Secondary or Postsecondary Transcript/Report Card

- The **secondary school transcript or report card** must:
 - Be for one semester; and
 - Meet academic standards (D- or above in all classes).
- The **postsecondary school transcript or report card** must:
 - Be for at least 12 hours per semester (or 12 hours over two semesters for students enrolled part time); and
 - Meet academic standards (D- or above in all classes).

Progress Towards Training Milestone

This MSG type may be documented by a **report or an evaluation from an employer or training provider**, which shows the participant's substantive **skill development** and **satisfactory progress** towards an established training milestone.

Examples³:

- An evaluation identifying the participant's acquired job skills in an OJT, customized training, or registered apprenticeship
- A report showing completion of OJT or customized training
- A report that marks *successful* completion of one year (or any established timeframe) of a registered apprenticeship
- Contract or evaluation from employer or training provider documenting a skill gain
- An increase in pay resulting from newly acquired skills or increased performance, as documented by a report from the employer

³The examples of documented progress towards training milestones provided here are not exhaustive.

Exam Passage (Skills Progression)

This MSG type measures skills progression through the participant's **passage of an examination** that (i) is required for a particular occupation or (ii) shows progress in attaining technical or occupational skills.

Examples of documentation⁴:

- Passing scores in a related instruction exam (registered apprenticeship program)
- Certificate that shows passage of an employer-required knowledge-based exam
- Passing score in a training program's unit test
- Copy of a credential that is earned after the passage of an exam:
 - A nursing assistant certificate (certified nursing assistant)
 - A commercial driver's license

References

[TEGL 10-16, Change 1](#)

[Measurable Skill Gains E-Learning Module](#)

[Test Benchmarks for NRS Educational Functioning Levels \(EFL\)](#)

⁴ The examples of exam passage (skills progression) documentation provided here are not exhaustive.