WIOA Performance Indicators

Practice Scenarios – Group Exercise

Presented by the U.S. Department of Labor
Employment and Training Administration
Office of Policy Development and Research
Scenario #1 - Youth

Juan is a WIOA Youth participant that is attending high school, and is classified as an in-school youth. Juan graduates from high school, while in the WIOA Youth program, and exits the program shortly after completing high school. In the second quarter after exit, Juan is attending community college, and in the fourth quarter after exit, Juan continues to be enrolled in community college. Juan is not employed at any point during the four quarters after exit.
Scenario #1 – Practice Questions

Q1: Is Juan included in the Title I Youth Education and Employment Rate – 2nd Quarter after Exit indicator, and if so, is the outcome a success or failure?

Q2: Is Juan included in the Title I Youth Education and Employment Rate – 4th Quarter after Exit indicator, and if so, is the outcome a success or failure?

Q3: Is Juan included in the Median Earnings indicator?

Q4: Is Juan included in the Credential Attainment Rate indicator, and if so, is the outcome a success for failure?

Q5: Is Juan included in the Measurable Skills Gain indicator, and if so, is the outcome a success or failure?
Scenario #2 - Youth

Jane is a WIOA Youth participant classified as an out-of-school youth. During the program, Jane participated in mentoring and an internship, where she got a positive report from the employer with whom she interned. After completing her internship, the employer hired her full-time. Jane exited the program shortly after becoming employed. Jane was still employed in the second quarter after exit, but lost her job in the first month of the fourth quarter after exit. Jane did have some earnings in the beginning of the fourth quarter after exit prior to losing her job. Upon learning that Jane had lost her job, the WIOA Youth program contacted her to come back for more services.
Scenario #2 – Practice Questions

Q1: Is Jane included in the Title I Youth Education and Employment Rate – 2nd Quarter after Exit indicator, and if so, is the outcome a success or failure?

Q2: Is Jane included in the Title I Youth Education and Employment Rate – 4th Quarter after Exit indicator, and if so, is the outcome a success or failure?

Q3: Is Jane included in the Median Earnings indicator?
Q4: Is Jane included in the Credential Attainment Rate indicator, and if so, is the outcome a success or failure?

Q5: Is Jane included in the Measurable Skills Gain indicator, and if so, is the outcome a success for failure?

Q6: If Jane does come back to the WIOA Youth program, is she treated as a new participant where she would need a new eligibility determination, or could she continue services without a new eligibility determination?
John is an 18 year old WIOA Youth participant in his senior year of high school, and is classified as an in-school youth. John’s participation date in the WIOA youth program is September 1, 2016. John successfully graduates from high school on June 8, 2017. On June 15 2017, John is referred to the local one-stop for further services, and is enrolled in the WIOA Adult program. John’s Adult program participation date is June 15, 2017. John’s last date of Youth service is June 10, 2017.
While in the Adult program, John participates in a Certified Nursing Assistant (CNA) training from June 2017 to October 2017, and receives a CNA license in November of 2017. John’s last date of Adult service is November 15, 2017. John begins work as a CNA in January of 2018. In July of 2018, John decides to quit working as a CNA, and go to college. John enrolls in college in August of 2018, and continues in college through the end of 2018.
Scenario #3 – Practice Questions

Q1: In order to determine John’s exit date from the Youth program, what additional information do you need to know?

Q2: What is John’s exit date from the Youth program in a state without a common exit policy? In a state with a common exit policy?

Q3: If the state has a common exit policy, how many times is John included in the Measurable Skills Gain indicator denominator for the Youth program and the Adult program?

Q4: Is John’s outcome a success or failure in the Measurable Skills Gain indicator for each program year for the Youth and Adult programs?
Scenario #3 – Practice Questions (continued)

Q5: If the state does not have a common exit policy, how many times is John included in the Measurable Skills Gain indicator denominator for the Youth program and the Adult program?

Q6: Is John included in the Credential Attainment Rate denominator in the Youth and Adult programs? And if so, is the outcome a success or a failure?

Q7: How many credentials has John attained? And if more than one, do both credentials count in the Credential Attainment Rate numerator and denominator?
Scenario #3 – Practice Questions (continued)

Q8: Is John’s outcome a success in the Adult program 2nd quarter after exit employment indicator? Is he a success in the 4th quarter after exit Adult employment indicator?

Q9: Is John’s outcome a success in the 2nd quarter and 4th quarter indicators for the Youth program in a common exit state?

Q10: Is John’s outcome a success in the 2nd quarter and 4th quarter indicators for the Youth program in a non-common exit state?

Q11: Is John included in the median earnings measure for the Adult program? For the Youth program in a common exit state? In a non-common exit state?
Scenario #4 – Dislocated Worker

Nancy is a WIOA dislocated worker, who was laid off from her job at a medical supply company. As she works with a career counselor on her specific interests and possible opportunities, Nancy expresses interest in “machinist” related occupations. The counselor is aware of a two-year advanced manufacturing Registered Apprenticeship program in mechatronics that has an open entry policy (i.e., applications are taken throughout the year). Nancy meets the basic qualifications, and becomes a mechatronics apprentice, while still receiving WIOA services. (WIOA is supporting part of Nancy’s classroom training, the first six months of her OJT, and is providing supportive services that include child care for the first 18 months she is in the program.)
Scenario #4 – Dislocated Worker (continued)

Nancy exits in January 2018, when WIOA services are complete (e.g., she can now afford child care), although she remains in the Registered Apprenticeship program. (By the time of her WIOA exit, Nancy has already had one scheduled pay increase.) Nancy completes her two-year program on June 24, 2018. She loves her job, but in August 2018, she has to move to another state where her husband is being transferred. She locates a mechatronics job in her new state, and continues working.
Scenario #4 – Practice Questions

Q1: Is Nancy included in the Employment Rate—2nd Quarter after Exit indicator and, if so, is the outcome a success or failure?
Q2: Is Nancy included in the Employment Rate—4th Quarter after Exit indicator, and if so, is the outcome a success or failure?
Q3: Is Nancy included in the Median Earnings indicator?
Q4: Is Nancy included in the Credential Attainment Rate indicator, and if so, is she a success or failure?
Q5: Is Nancy included in the Measurable Skills Gain indicator, and if so, is she a success?
Danny is a WIOA Adult participant who entered into an on-the-job training (OJT) on January 15, 2017 with a local software developer. The OJT was provided along with supportive services.

Danny completed the training on May 7, 2017, at which time he became a full time employee, and was promoted on October 20, 2018.
Scenario #5 – Practice Questions

Q1: Is Danny included in the Employment Rate – 2nd Quarter after Exit indicator, and if so, is this a success or failure?

Q2: Is Danny included in the Employment Rate – 4th Quarter after Exit indicator, and if so, is this a success or failure?

Q3: Is Danny included in the Median Earnings indicator?

Q4: Is Danny included in the Credential Attainment Rate indicator? If so, is this a success?

Q5: Is Danny included in the Measureable Skills Gain indicator? If so, is this a success?
RCT Medical works with the local AJC to develop an Incumbent Worker Training (IWT) for five employees. The employees receive classroom training on how to use the latest medical devices that RCT will be incorporating into their services from November 3, 2016 until March 22, 2017.

This training allowed these employees to continue to do their jobs, and retain employment with RCT, while also allowing RCT to maintain competitiveness in the industry.
Scenario #6 – Practice Questions

Q1: Are these employees included in the Employment Rate – 2nd Quarter after Exit indicator, and if so, is the outcome a success or failure?

Q2: Are these employees included in the Employment Rate – 4th Quarter after Exit indicator, and if so, is the outcome a success or failure?

Q3: Are these employees included in the Median Earnings indicator?
Scenario #6 – Practice Questions (continued)

Q4: Are these employees included in the Credential Attainment Rate indicator? If so, is the outcome a success?

Q5: Are these employees included in the Measureable Skills Gain indicator? If so, is the outcome a success?

Q6: Are there any reporting requirements for these employees?
Answers and Explanations for the Scenarios
Scenario #1 – Test Your Knowledge

Q1: Is Juan included in the Title I Youth Education and Employment Rate – 2nd Quarter after Exit indicator, and if so, is the outcome a success or failure?
  A1: Yes, it is a success.

Q2: Is Juan included in the Title I Youth Education and Employment Rate – 4th Quarter after Exit indicator, and if so, is the outcome a success or failure?
  A2: Yes, it is a success.
Scenario #1 – Test Your Knowledge (continued)

Q3: Is Juan included in the Median Earnings indicator?
   A3: No.

Q4: Is Juan included in the Credential Attainment indicator, and if so, is the outcome a success for failure?
   A4: Yes, it is a success.

Q5: Is Juan included in the Measurable Skills Gain indicator, and if so, is the outcome a success or failure?
   A5: Yes, the outcome is a success.
Scenario #1 – Explanation

- **EER** – Juan’s outcome is included as a success in the 2nd and 4th quarter indicators, because WIOA Youth program participants’ success include both employment and education or training as successful outcomes.

- If Juan were an Adult program participant, the outcome would be included as a failure in the 2nd and 4th quarter after exit indicators.

- **ME** - Juan is not included in the Median Earnings indicator, because he does not have any earnings in the 2nd quarter after exit.
Scenario #1 – Explanation (continued)

- **CAR** - Juan is included in the Credential Attainment Rate denominator, because he is in education (attending high school), and he is included in the credential rate numerator, because he has both attained a high school diploma, and is attending an education program leading to a credential within one year after exit.

- If Juan was not attending community college (and was also not employed or in any other education or training leading to a credential) during the one year after exit, then his outcome would not be included in the credential rate numerator.
Scenario #2 – Test Your Knowledge

Q1: Is Jane included in the Title I Youth Education and Employment Rate – 2nd Quarter after Exit indicator, and if so, is the outcome a success or failure?

   A1: Yes, the outcome is a success.

Q2: Is Jane included in the Title I Youth Education and Employment Rate – 4th Quarter after Exit indicator, and if so, is the outcome a success or failure?

   A2: Yes, the outcome is a success.

Q3: Is Jane included in the Median Earnings indicator?

   A3: Yes.
Scenario #2 – Test Your Knowledge (continued)

Q4: Is Jane included in the Credential Attainment Rate indicator, and if so, is the outcome a success or failure?
   A4: No.

Q5: Is Jane included in the Measurable Skills Gain indicator, and if so, is the outcome a success or failure?
   A5: No.

Q6: If Jane does come back to the WIOA Youth program is she treated as a new participant where she would need a new eligibility determination or could she continue services without a new eligibility determination?
   A6: She is treated as a new participant and would need a new eligibility determination.
**Scenario #2 – Explanation**

- **EER** – Jane’s outcome is included as a success in both the 2nd and 4th quarter employment indicators, because she is employed in both quarters.

- Even though she was only employed for a portion of the 4th quarter after exit, she is still a success in the 4th quarter indicator, because she only needs to have some earnings in the quarter. (There is no minimum threshold).

- **ME** - Jane is included in the Median Earnings indicator, because she has earnings in the 2nd quarter after exit.
Scenario #2 – Explanation (continued)

- **CAR** - Jane is not included in the credential denominator, because she was not in an education or training program.

- **MSG** - Likewise, Jane is not included in the skills gain indicator, because she was not in an education or training program.

- **CAR/MSG** - While all in-school WIOA Youth are included in both the credential and skill gain indicators, only out-of-school youth that are in occupational skills training, or that participate in secondary, postsecondary, Adult Education, YouthBuild, or Job Corps during the program, are included in those two indicators.
Scenario #3 – Test Your Knowledge

Q1: In order to determine John’s exit date from the Youth program, what additional information do you need to know?
   A1: Whether the state in which John lives has a common exit policy for DOL programs that includes the Adult and Youth programs.

Q2: What is John’s exit date from the Youth program in a state without a common exit policy? In a state with a common exit policy?
   A2: The exit date without a common exit policy is June 10, 2017; with a common exit policy, it is November 15, 2017.
Q3: If the state has a common exit policy, how many times is John included in the Measurable Skills Gain indicator denominator for the Youth program and the Adult program?

A3: Two times for both Youth and Adult.

Q4: Is John’s outcome a success or failure in the Measurable Skills Gain indicator for each program year for the Youth and Adult programs?

A4: For the Youth program, it is a success in the skills gain indicator in both PY 2016 and PY 2017. For the Adult program, John’s outcome is a failure in the skills gain indicator for PY 2016, and a success in PY 2017.
Q5: If the state does not have a common exit policy, how many times is John included in the Measurable Skills Gain indicator denominator for the Youth program and the Adult program?

A5: One time for Youth, and two times for Adult.

Q6: Is John included in the Credential Attainment Rate denominator in the Youth and Adult programs? And if so, is the outcome a success for a failure?

A6: John is included in the credential rate denominator in both programs, and the outcome is a success in both
Q7: How many credentials has John attained? And if more than one, do both credentials count in the Credential Attainment Rate numerator and denominator?
   A7: John has attained two credentials; however, an individual can only count in the credential indicator one time. Therefore, only one credential that John attained is counted in the Credential Attainment Rate indicator.

Q8: Is John’s outcome a success in the Adult program 2nd quarter after exit employment indicator? Is it a success in the 4th quarter after exit Adult employment indicator?
   A8: Yes, for the 2nd quarter after exit indicator; no, for the 4th quarter after exit indicator.
Scenario #3 – Test Your Knowledge (continued)

Q9: Is John’s outcome a success in the 2nd quarter and 4th quarter indicators for the Youth program in a common exit state?
   A9: Yes, for 2nd quarter, and yes for 4th quarter.

Q10: Is John’s outcome a success in the 2nd quarter and 4th quarter indicators for the Youth program in a non-common exit state?
   A10: Yes, for 2nd quarter, and yes, for 4th quarter.

Q11: Is John included in the Median Earnings measure for the Adult program? For the Youth program in a common exit state? In a non-common exit state?
   A11: Yes, for Adult; yes, for Youth in a common exit state, and no, for a non-common exit state.
Scenario #3 – Explanation

- **Common Exit** - Because John is enrolled in both the WIOA Youth and Adult programs, it is necessary to determine whether John’s state has a common exit policy. If John’s state does not have a common exit policy, John’s exit date is on the last date of Youth service. If John’s state has a common exit policy, his exit date is on the last date of Adult service.

- **MSG/Youth** - Likewise, the skills gain indicator is impacted based on whether the state is a common exit state or not. If they are a common exit state, John’s participation in the Youth program crosses two program years; therefore, he is included in the skills gain indicator two times for WIOA Youth. If they are not a common exit state, John is only included in the skills gain indicator one time, because his Youth participation would only be during one program year.
John’s skill gain type for PY16 for the Youth program is gain type #2 - attainment of a secondary school diploma.

**MSG/Adult** - For the Adult program, John’s outcome is a failure in the skills gain indicator in PY 2016, because he has an Adult participation date in PY16, but did not make a gain in PY16. However, because John attained the diploma before enrolling in the Adult program, it does not count for the Adult program. John’s skill gain type for PY17 is gain type #5 - successful passage of an exam that is required for a specific occupation.

**CAR** - Regarding the credential indicator, John has attained two credentials - a high school diploma and a CNA license. Please note that while he attained two credentials, he only counts in the credential indicator denominator and numerator one time.
Scenario #3 – Explanation (continued)

- **ER** - For the Adult employment indicators, John’s outcome is a success in the 2nd quarter indicator, because he is still employed in the 2nd quarter after exit; however, it is a failure in the 4th quarter employment indicator, because John is not employed in the 4th quarter after exit.

- **EER** - For the Youth program, John’s outcome is a success in both the 2nd and 4th quarter indicators, because the Youth indicators include education and training as positive outcomes. In a non-common exit state where John’s exit date is June 15, 2017, the outcome is a success in the 2nd quarter (in training during the 2nd quarter), and a success in the 4th quarter (employed). In a common exit state where John’s exit date is November 15, 2017, John’s outcome is a success in the 2nd quarter after exit (employed), and a success in the 4th quarter after exit (postsecondary education).
ME - Regarding the Median Earnings indicator, John is included in the indicator for Adult. For the Youth program, John is included in a common exit state, because he has earnings in the 2nd quarter after exit.

However, in a non-common exit state, John is not included in the Median Earnings indicator for the Youth program, because John does not have earnings in the 2nd quarter after exit (October through December of 2017), as he does not start his employment until January of 2018.
Scenario #4 – Test Your Knowledge

Q1: Is Nancy included in the Employment Rate—2nd Quarter after Exit indicator, and if so, is the outcome a success or failure?
   A1: Yes, she is included, and it is a positive outcome/success. Remember that Registered Apprenticeship is employment.

Q2: Is Nancy included in the Employment Rate—4th Quarter after Exit indicator, and if so, is this a success or failure?
   A2: Yes, she is included, and it is a positive outcome/success.

Q3: Is Nancy included in the Median Earnings indicator?
   A3: Yes. Her earnings in the 2nd quarter after exit will factor into this calculation.
**Scenario #4 - Test Your Knowledge (continued)**

**Q4:** Is Nancy included in the Credential Attainment Rate indicator and, if so, is the outcome a success or failure?

**A4:** Yes, she is included, and it will be a positive outcome although she exits from WIOA prior to her completion. (The RA Completion Certificate is a recognized post-secondary credential under WIOA, and can be obtained up to a year after exit.)

**Q5:** Is Nancy included in the Measurable Skills Gain indicator and, if so, is the outcome a success?

**A5:** Yes, Nancy is included, and it would be a positive outcome/success. For instance, in a RA program, advancing to the next skill level would be considered a skill gain. (Wages increase commensurate with an increase in skills/competencies.)
Scenario #4 – Explanation

- **ER** - Nancy is included in all of the indicators. Although her employment after exit takes place at two different employers, she is still a positive outcome/success in the 2nd and 4th quarters after exit.

- **CAR** - By completing the Registered Apprenticeship within one year of exit, Nancy’s outcome is also a success for the Credential Attainment Rate. (Please note that, if WIOA funded only the OJT portion of the RA, Nancy would not be included in either the credential attainment or MSG indicators.)
Scenario #4 – Explanation (continued)

- **MSG** - Nancy also represents a positive outcome for the Measurable Skills Gain indicator, because of her skill increase/wage increase, which is included in MSG type #4.

- Type 4 is: “Satisfactory or better progress report, towards established milestones, such as 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”.
Scenario #5 – Test Your Knowledge

Q1: Is Danny included in the Employment Rate – 2nd Quarter after Exit indicator, and if so, is the outcome a success or failure?
   A1: Yes, it is a success.

Q2: Is Danny included in the Employment Rate – 4th Quarter after Exit indicator, and if so, is the outcome a success or failure?
   A2: Yes, it is a success.

Q3: Is Danny included in the Median Earnings indicator?
   A3: Yes.
Scenario #5 – Test Your Knowledge (continued)

Q4: Is Danny included in the Credential Attainment Rate indicator? If so, is the outcome a success?
A4: No.

Q5: Is Danny included in the Measureable Skills Gains indicator? If so, is the outcome a success?
A5: Yes, it is a success.
Scenario #5 – Explanation

- **Denominators** - As a participant, Danny is included in the employment and earnings indicators.

- As an OJT recipient, Danny is also included in the MSG measure, but is excluded from the credential attainment indicator.

- **ER/ME** - Since he completed the OJT and maintained employment in both the 2nd and 4th quarters after exit, Danny’s outcome is a success in the employment and earnings indicators.
Scenario #5 – Explanation (continued)

- **MSG** - Since Danny completed the OJT and maintained employment in both the 2nd and 4th quarters after exit, Danny’s outcome is also a success in MSG, because it is an MSG type #4.

- Type 4 is: “Satisfactory or better progress report, towards established milestones, such as 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”.
Scenario #6 – Test Your Knowledge

Q1: Are these employees included in the Employment Rate – 2nd Quarter after Exit indicator, and if so, are their outcomes a success or failure?
   A1: No.

Q2: Are these employees included in the Employment Rate – 4th Quarter after Exit indicator, and if so, are their outcomes a success or failure?
   A2: No.

Q3: Are these employees included in the Median Earnings indicator?
   A3: No.
Scenario #6 – Test Your Knowledge (continued)

Q4: Are these employees included in the Credential Attainment Rate indicator? If so, are their outcomes a success?
   A4: No.

Q5: Are these employees included in the Measureable Skills Gain indicator? If so, are their outcomes a success?
   A5: No.

Q6: Are there any reporting requirements for these employees?
   A6: Yes. Please see the list in Attachment 8 of TEGL 10-16.
Scenario #6 – Explanation

- **IWT** - Since these employees only receive incumbent worker training (IWT) and no other WIOA services, they are NOT considered participants that are included in performance accountability.

- Limited reporting on these individuals is still required.

- If these individuals receive any other WIOA services, they are required to be reported (and are held accountable for), in accordance with the requirements for those other program services.
Any Questions?
WIOA Performance
References and Resources

- TEGL 10-16, Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III and Title IV Core Programs, December 19, 2016
- TEGL 19-16, Guidance on Services provided through the Adult and Dislocated Worker Programs under the Workforce Innovation and Opportunity Act (WIOA) and the Wagner-Peyser Act Employment Service (ES), as amended by title III of WIOA, and for Implementation of the WIOA Final Rules, March 1, 2017
- WIOA Regulations, 20 CFR, Parts 651, 652, 680, and 682
- The Workforce Innovation and Opportunity Act, Public Law 113-128
- Title 38, United States Code (38 U.S.C. 4213)
- https://doleta.gov/performance/
Contact Information

For questions regarding the information in this presentation, please send an email to:

ETAPerforms@dol.gov

You may use “Performance Indicators” as the subject line.
THANK YOU