

PROGRAM PERFORMANCE MEASURES ADULT AND DISLOCATED WORKER PY24

The Workforce Innovation and Opportunity Act (WIOA) requires a comprehensive accountability system to determine the effectiveness of services provided through the Career Center Network. The A Career Center Management team will implement state and local performance and attaining the prescribed standards for the delivery of services. On a quarterly basis, the Career Center Supervisors will be required to submit program performance measures: new enrollments, employed at exit, training related employment, and common measures. **Refer to the Workforce Partnership’s Operations Manual Chapter 5 for report templates, timeline, process, and procedure guidance.**

A. WIOA State Mandated Measures

1) New Enrollments

New Enrollments identifies the annual targets for each region, for Adult and Dislocated Worker populations. Each region is held accountable to cumulative quarterly plans and will be determined at Corrective Action Level if enrollments fall below 90% of their cumulative quarterly enrollment plan but must be at 100% of enrollments by the end of the program year.

New Enrollment by Region		
Region	Adult	Dislocated Worker
Metro	194	64
Library	120	40
North	158	53
South	158	53
East	120	40
Network	750	250

New Enrollments Accountability Measure		
Measure	Corrective Action Level (Q1, Q2, Q3)	Corrective Action Level (Q4-Cummulative)
Total Enrollments - Network	90%	100%

2) Common Measures

The Career Center Network is accountable for the following outcomes on a quarterly basis and a region(s) will be placed on corrective action if they fail to meet these goals. This will be determined by their cumulative performance achieved by the end of each follow-up quarter. (1st Quarter, 2nd Quarter, 3rd Quarter, and 4th Quarter).

Common Measures	Accountability Measures	Timing	Adult		Dislocated Worker	
			Performance Target	Corrective Action Level	Performance Target	Corrective Action Level
	Measurable Skills Gain	During Program Year	63%	58%	62%	57%
	Credential Attainment	2 nd Quarter Follow-Up	76%	71%	70%	65%
	Training Related Employment	2 nd Quarter Follow-Up	50%	45%	50%	45%
	Entered Employment	1 st & 2 nd Quarter Follow-Up	72%	67%	74%	69%
	Median Earnings	2 nd Quarter Follow-Up	\$8,200	\$7,500	\$10,200	\$9,500
	Entered Employment	4 th Quarter Follow-Up	70%	65%	72%	67%

3) Data Entry Process Measures

The Career Center Network is accountable for the following process measures and standards to ensure data is entered in a timely manner and participants are actively engaged in services. Timely data entry must be entered within seven (7) business days after the date of any individual activity. Career Center Network will be held accountable for these measures on a quarterly basis (refer to Chart 4).

Chart 4: Late Data Entry Process Measures		
Measure	Definition	Corrective Action Level
Late Data Entry	CalJOBS data entry that is entered later than seven (7) working days and is based on the total number of CalJOBS data entered.	No more than 5%
90 Days No Service	Of the total number of participants exited from CalJOBS, the number of participants with a Closure Form automatically generated by the system due to no services being entered for at least 90 days.	No more than 5%

4) Common Measure Definitions

- A. Credential Attainment: The percentage of those participants enrolled in education or training program (excluding those in OJT and Customized Training) who attained a recognized postsecondary credential or its recognized equivalent, during participation through 2nd quarter follow-up. *One measure each for Adult and for Dislocated Workers.*
- B. Training Related Employment: The training related employment target identifies the percentage of participants who received an Individual Training Account (ITA) and are placed in a related occupation. Training related employment is defined as the participant being placed in an occupation with the same standard occupational classification (SOC) code that was entered on the training activity code in CalJOBS. Of those who are in an ITA training the target rate is 50% for Training Related Employment during the 2nd quarter after exit.
- C. Entered Employment: Number of participants in unsubsidized employment during 1st, 2nd and 4th quarter follow-up divided by Number of participants who Exit (minus those exclusions at Exit) Multiplied by 100.

This measure includes all program participants regardless of employment status at participation. One measure each for Adult and for Dislocated Worker for three follow-up quarters (1st, 2nd and 4th). Follow-up should be done each quarter (1-4th) regardless of the participant's employment status in the prior quarter.

- D. Measurable Skills Gain: The percentage of program participants who, during a program year, are in education or training programs that lead to a recognized postsecondary 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. MSG should be based on the participants Individual Service Plan.

Five Ways to meet MSG Measure:

- Documented achievement of at least 1 Educational Functional Level (EFL) of a participant who is receiving instructions below postsecondary education level OR
- Documented attainment of a secondary school diploma or its recognized equivalent (must be attained before program exit) OR
- Secondary or postsecondary transcript/report card for sufficient # of credit hours that shows a participant is meeting the State unit's academic standards OR
- Satisfactory or better progress report, towards established milestones, such as completion of OJT or 1 year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training OR
- Successful passage of an exam that is required for an occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks, such as knowledge-based exams.

E. Median Earning Gain: The median earnings of participants who are in unsubsidized employment in 2nd quarter follow-up. *Data must be collected for all employed participants, regardless of whether the participants are simultaneously enrolled in a training program.*

B. Training Services Enhanced Performance Outcomes

Chart 5: Enhanced Performance Outcomes			
Measure	Definition	Target	Corrective Action Level
Training Related Employment	Percentage of participants who received an Individual Training Account (ITA), Apprenticeship Training Account (ATA) or Customized Education Training (CET) and are placed in a related occupation. *Training related employment is defined as the participant being placed in an occupation with the same standard occupational classification (SOC) code that was entered on the training activity code in CalJOBS.	70%	65%
Timeliness of Placement	Percentage of participants who reached 6 months from enrollment (participation date) or reached 3 months from training completion and were placed in employment; by job start date.	70%	65%