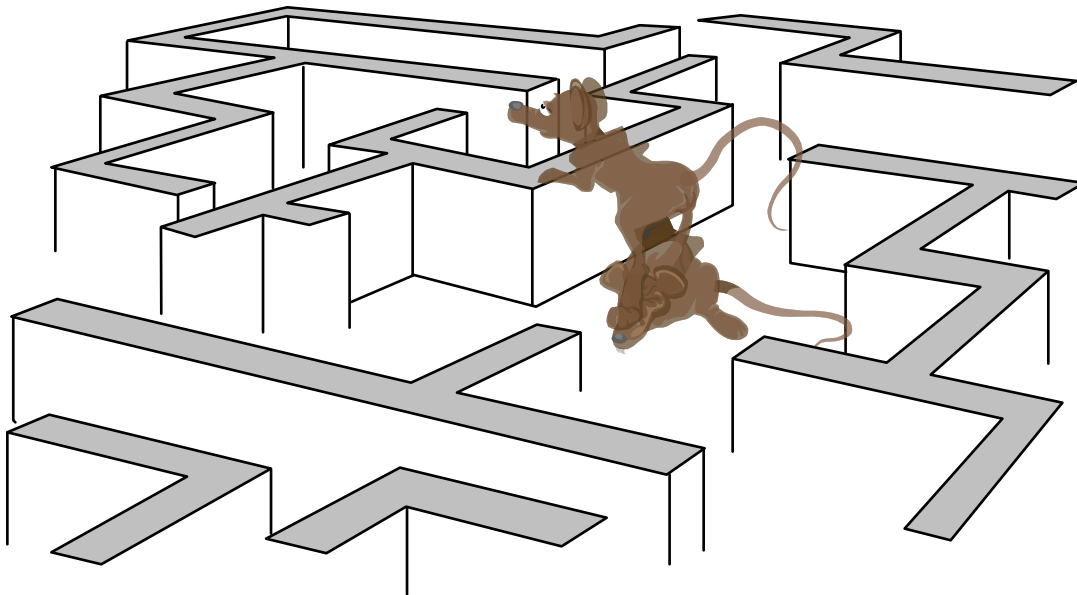


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**WIA TITLE I-B DISLOCATED WORKER,
NATIONAL EMERGENCY GRANT AND TRADE
ADJUSTMENT ASSISTANCE ACT**

PERFORMANCE MEASURES

TECHNICAL ASSISTANCE GUIDE



Developed By:
State Of Wisconsin
Division of Workforce Solutions
Bureau of Workforce Programs
WIA Section

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Workforce Investment Act Title I-B Dislocated Worker, NEG and TAA Performance Measures Technical Assistance Guide

Dislocated Worker, NEG and TAA Performance Measures

The Dislocated Worker Performance Measures are:

1. Entered Employment Rate,
2. Employment Retention Rate,
3. Average Earnings, and
4. Employment and Certificate/Credential Attainment Rate.

The National Emergency Grant (NEG) and Trade Adjustment Assistance (TAA) performance measures are:

1. Entered Employment Rate,
2. Employment Retention Rate, and
3. Average Earnings.

Negotiated Levels of Performance

The Department of Workforce Development (DWD) successfully completed its Program Year (PY) 2007-08 performance negotiations with the U.S. Department of Labor (U.S. DOL) in June 2007. The State's currently negotiated levels for each of the dislocated worker performance measures are in the table below. State performance goals have not been negotiated for the NEG or TAA programs.

WIA Requirement At Section 136 (B)	DOL Goals	Performance Goals	
		PY07	PY08
Entered Employment Rate	84%	88.7%	90.4%
Employment Retention Rate	90%	93.8%	95.7%
Average Earnings	\$14,000	\$14,175	\$14,400
Employment & Certificate/Credential Attainment Rate*	n/a	74%	75%

*No GPRA goal set for PY08.

Definitions for All Measures Unless Otherwise Specified

ASSET: Automated Systems Support for Employment and Training (ASSET) is Wisconsin's designated customer reporting and data collection system for WIA Title 1, WIA Title 3, TAA, NEG and Special Response Grants (SRR).

Dislocated Worker: A dislocated worker is an individual who meets any one of the following criteria:

1. has been terminated or laid off, or who has received a notice of termination or layoff from employment, and:
 - a. is eligible for or has exhausted entitlement to unemployment compensation; or
 - b. has been employed for a duration sufficient to demonstrate, to the appropriate entity at a one-stop center, attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that was not covered under a State unemployment compensation law; and
 - c. is unlikely to return to a previous industry or occupation;
2. has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise;
3. is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or for purposes of eligibility to receive services other than training services, intensive services or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close;
4. was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disasters;
5. is a displaced homemaker. A “displaced homemaker” is an individual who has been providing unpaid services to family members in the home and who:
 - a. has been dependent on the income of another family member but is no longer supported by that income; and
 - b. is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

Exiter: A participant who has not received a service funded by the program or funded by a partner program for 90 consecutive calendar days and is not scheduled for future services. The exit date is the date of last service.

First Quarter After Exit: This is the first full quarter after the quarter in which the participant exited from the program. For example, if a participant exits on August 1, 2005, the first quarter after exit begins on October 1, 2005.

Participant: An individual who has been determined eligible to participate in the program and has received a service funded by that program in either a physical location (e.g., a Job Center or affiliate site) or remotely through electronic technologies.

Participation Date, Date of Participation, At Participation: The date an individual receives their first staff-assisted service or better funded by the WIA Title 1 Dislocated Worker Program, TAA or NEG.

Registrant: An individual who is in the process of being determined eligible for the WIA Title 1 Dislocated Worker, TAA or NEG programs.

Staff-Assisted Service or Better: Any service in the ASSET service menus other than "Core Self or Informational Services" (Dislocated Worker Program, only).

TAA Service: Any TAA-funded service except Eligibility Screening.

Point of Participation for Inclusion in Performance Measures

An individual who has been determined eligible for the WIA Title 1 Dislocated Worker Program and has received a staff-assisted service or better funded by that program is a participant and will be counted in the WIA Title 1 Dislocated Worker performance measures.

A dislocated worker who has been determined eligible for NEG-funded services and has received a staff-assisted service or better, funded by a NEG is a participant and will be counted in the NEG performance measures.

An individual who has been determined eligible for TAA services and has received a TAA-funded service (other than Eligibility Screening) is a participant and will be counted in the TAA performance measures.

An individual who is eligible for the WIA Title 1 Dislocated Worker Program, TAA, or a NEG and receives only self-service or informational activities will be identified as a WIA Title 3 participant and counted in Wagner Peyser performance measures. This participant will be reported to U.S. DOL as a "self-service only participant" under WIA Title 1. This participant will not be counted in the WIA Title 1 Dislocated Worker, TAA or NEG performance measures.

An individual who is either awaiting a determination of eligibility, or who has been determined to be eligible for the WIA Title 1 Dislocated Worker, TAA or NEG programs, is a registrant. Registrants can participate in self-service or informational activities and will not be counted in the WIA Title 1 Dislocated Worker, TAA or NEG performance measures.

Exclusions from Performance Measures

Participants who are institutionalized, deceased, reservists called to active duty, relocated to a mandated residential program (youth only) or have a health/medical or family care issue that prevents them from entering employment or continued participation in the program are excluded from all performance measures. The exclusion applies only if the condition or situation is expected to last more than 90 days. Case managers may report these outcomes as an exit reason or at any point in time during the three quarters after exit.

For example, Jane Jones was unemployed at participation, exits the dislocated worker program and is employed in the first quarter after exit. She is counted in the entered employment rate. During 2nd quarter follow-up, you learn that Jane has died and report the exclusion. She will not be counted in the employment retention measure or the average earnings, and will be removed from the entered employment rate. She also would be removed from the employment and credential attainment rate if she received training services and earned a credential.

What Needs to be Reported in ASSET?

If the condition or situation is an exit reason, report the exclusion as follows:

1. Manage Program Exits.
 - a. Enter Exit Date.
 - b. Select the appropriate item under Title 1 – Exit Reasons other than completion.

If the condition or situation is discovered during follow-up, report the exclusion as follows:

2. Manage Follow Up.
 - a. Entered Employment Overview
 - b. Select the appropriate item under "Reason follow-up not possible at this time".

Note: Case managers should consider the advantages of exiting a participant who is a military reservist called to active duty. If the exclusion is claimed, the participant is taken out of the performance measures. However, an individual who is in this situation has entered employment, will likely retain the job, and if training services were provided, has probably earned a credential. There is a greater benefit to performance by counting the participant than by excluding him or her. This consideration may be applied on a case-by-case basis at the case manager's discretion according to U.S. DOL representatives. Case managers may also consider placing the participant in a planned gap in service if the reservist is likely to return to the program within 360 days.

Supplemental Employment Data Sources

Unemployment Insurance Wage Records are the primary source of post- program employment data used to determine performance. DWD uses the Wage Record

Interchange System (WRIS) to check other states' UI records for earnings, as well as the Federal Employment Data Exchange System (FEDES). FEDES contains employment information from the U.S. Department of Defense, the U.S. Postal Service, and the U.S. Office of Personnel Management. DWD also contacts the Wisconsin Department of Military Affairs to verify dislocated workers who have joined the National Guard or Reserves, but have not been called to active duty.

On November 30, 2005, DWS revised WIA Policy Update 04-07 which established the criteria for reporting and documenting supplemental employment data. DWD will not apply supplemental employment data to the performance measure if the case manager is unable to obtain documentation as described in the policy update. Compliance is monitored through annual data validation activities as required by U.S. DOL. Failure to properly document supplemental employment data as required by WIA policy Update 04-07 may result in corrective action including adjustments to performance measure results and incentive awards.

A participant whose employment is determined by supplemental employment data is:

1. Added to the Entered Employment Numerator.
2. Added to the Employment Retention Numerator and Denominator.
3. Excluded from the Average Earnings Numerator and Denominator.
4. Added to the Employment and Credential Attainment Numerator if the participant received a training service and is employed in the first quarter after exit (Dislocated Worker Program, only).

The application of supplemental employment data to each performance measure is a complex process. A separate Technical Assistance Guide was published in August 2005 to provide further background on the application of supplemental employment data to performance measures.

Policy References

U.S. DOL TEGL 17-05: Common Measures Policy for the Employment and Training Administration's (ETA) Performance Accountability System and Related Performance Issues.

DWD Policy Update 05-08: Definition of Family, Family Care, and Health/Medical Conditions That Exclude Participants from Workforce Investment Act (WIA) Title 1, WIA Title 3, and Trade Adjustment Act (TAA) Performance Measures.
http://dwd.wisconsin.gov/dwdwia/PDF/policy_update0508.pdf

DWD Policy Update 06-05: Supplemental Employment Data.
http://dwd.wisconsin.gov/dwdwia/PDF/policy_update0605.pdf

DWD Supplemental Employment Data Technical Assistance Guide.
http://dwd.wisconsin.gov/dwdwia/PDF/supplemental_data_tag.pdf

Dislocated Worker, NEG and TAA Performance Measures

1. *Entered Employment Rate*

What is this Measure?

The number of dislocated workers, NEG or TAA participants who have entered employment by the end of the first quarter after exit divided by the number of dislocated workers, NEG or TAA participants who exit during the quarter.

Who is Included in this Measure?

- Individuals who are not employed at participation.

Who is Excluded from this Measure?

- Individuals who were employed at participation.
- Individuals who have a documented exclusion at exit.
- Individuals who have a documented exclusion in the first quarter after exit.

What Definitions Apply to this Measure?

Employed at Participation - Employment at participation is determined by what the participant reports, not the presence of UI wage data. An individual employed at the date of participation is one who:

- Did any work at all as a paid employee on the date participation occurs;
- Did any work at all in his or her own business, profession or farm;
- Worked 15 hours or more as an unpaid worker in an enterprise operated by a member of the family; or
- Was not working, but has a job or business from which he or she was temporarily absent because of illness, bad weather, vacation, labor-management dispute, or personal reasons, regardless of whether paid by the employer for time off, and regardless of whether seeking another job.

Not Employed at Participation - An individual who is not employed at participation is one who:

- Does not meet the definition of employed at participation;
- Has received a notice of termination of employment or the employer has issued a Worker Adjustment and Retraining Notification (WARN) or other notice that the facility or enterprise will close; or
- Is a transitioning service member.

Employed in the Quarter After the Exit Quarter - The individual is employed if UI wage records for the first quarter after exit show earnings greater than zero. If supplemental employment data is used, the individual is employed if the Supplemental Data

Verification field in ASSET indicates that data was verified by a check/cancelled check, employer record or income statement. Employment in the first quarter after exit does not have to be with the same employer as at exit.

When is this Measured?

This is an EXIT measure. It is measured in the first quarter after exit. For example, if a participant exits any time from July 1 – September 30, the first quarter after exit is October 1 – December 31.

Critical ASSET Fields:

1. Manage Program:
 - a. General Program Summary.
 - b. Report the appropriate Employment Status from the dropdown menu.
2. Manage Programs:
 - a. Complete the Title 1 Dislocated Worker, TAA program screens. There is no separate screen for NEG participants.
3. Manage Services
 - a. Report a staff-assisted service or better with an actual start date.
 - b. Report WIA Title 1 Dislocated Worker, TAA or NEG fund source.
4. Manage Program Exits:
 - a. Enter Exit date.
 - b. Enter exit reason, if applicable.
 - c. Employment confirmation is obtained through the UI Wage record cross match.

Manage Follow Up, Follow Up Status:

- a. Report an exclusion, if applicable.

If employment is determined as a result of supplemental employment data, the following information must be reported:

1. For Supplemental Federal Reporting:
 - a. Entry of wages is not required, but may be locally useful.
 - b. Check the radio button for the type of employment that most closely matches your data source.
 - c. Select the method used to verify supplemental employment data. If verification method is blank, "Not Employed in Quarter" or "Not Verified", the supplemental data will not be used in the performance measure.

Example:

The Find-A-Job WDB has 97 individuals in who participated in a dislocated worker, NEG or TAA program.

Criteria:	Calculation:
Exit in the Program Year: 90	
Employed at Participation: 15	$90 - 15 = 75$
Employed in Q1 after Exit: 52	52 (numerator)
Exclusion Reported: 5	$75 - 5 = 70$ (denominator)
Entered Employment Rate:	$\frac{52}{70} = 74.29\%$

2. *Employment Retention Rate*

What is this Measure?

The number of dislocated workers, NEG or TAA participants who are employed in the second and third quarters after exit divided by the number of dislocated workers, NEG or TAA participants who exit during the quarter.

Who is Included in this Measure?

- Individuals who exit the above-referenced programs **and** are employed in the first quarter after exit. This includes individuals who were employed at participation.
- Individuals whose employment in the first quarter after exit was determined by the presence of supplemental employment data, **and** who are employed in both the second and third quarters after exit.

Who is Excluded from this Measure?

- Individuals who are not employed in the first quarter after exit.
- Individuals who have a documented exclusion at exit.
- Individuals who have a documented exclusion in the first, second or third quarter after exit.

What Definitions Apply to this Measure?

Employed in the Second and Third Quarters After Exit - The individual is employed if UI wage records for the second and third quarters after exit show earnings greater than zero. If supplemental employment data is used, the individual is employed if the Supplemental Data Verification fields in ASSET indicate that data in each quarter was verified by a check/cancelled check, employer record or income statement. Employment in the second and third quarters does not have to be with the same employer, but employment in both quarters must be verified.

When is this Measured?

This is an EXIT measure. It is measured in the second and third quarters after exit. For example, if the participant exits any time from July 1 – September 30, the second quarter after exit is January 1 - March 31 of the following year; and the third quarter after exit will be April 1 – June 30 of the following year.

Critical ASSET Fields:

1. Manage Programs:
 - a. Complete the Title 1 Dislocated Worker, TAA program screens. There is no separate screen for NEG participants.

2. Manage Services:
 - a. Report a staff-assisted service or better with an actual start date.
 - b. Report WIA Title 1 Dislocated Worker, TAA or NEG fund source.
3. Manage Program Exits:
 - a. Enter Exit date.
 - b. Enter exit reason, if applicable.
4. Manage Follow Up, Follow Up Status, Entered Employment Overview tab:
 - a. Report an exclusion, if applicable.

If employment is determined as a result of supplemental employment data:

1. For Supplemental Federal Reporting:
 - a. Entry of wages is not required, but may be locally useful.
 - b. Check the radio button for the type of employment that most closely matches your data source.
 - c. Select the method used to verify supplemental employment data. If verification method is blank, "Not Employed in Quarter" or "Not Verified", the supplemental data will not be used in the performance measure.

Example:

The I-Gotta-Job WDB has 150 individuals who were employed in the first quarter after exit.

Criteria:	Calculation:
Employed in Q1: 150	
Exclusions in Q2: 0	
Exclusions in Q3: 6	150 - 6 = 144 (denominator)
Retained in Q2: 140	
Also Retained in Q3: 110	110 (numerator)
Employment Retention Rate:	$\frac{110}{144} = 76.39\%$

3. Average Earnings

What is this Measure?

The total post-program earnings (earnings in quarter 2 + quarter 3 after exit) divided by the number of dislocated workers, TAA or NEG participants who exit during the quarter.

Who is Included in this Measure?

- Individuals who are employed in the first quarter after exit, **and** Are employed in the second **and** third quarters after exit.

Who is Excluded from this Measure?

- Individuals who are not employed in the first quarter after exit.
- Individuals who have a documented exclusion at exit.
- Individuals who have a documented exclusion in the first, second or third quarter after exit.
- Individuals whose employment was determined by the presence of supplemental employment data in the first, second, and/or third quarters after exit.

What Definitions Apply to this Measure?

- *Post-program Earnings* – The total earnings from all employment for the second and third quarters after the exit quarter.

When is this Measured?

This is an EXIT measure. It is measured in the third quarter after exit.

Critical ASSET Fields:

1. Manage Programs:
 - a. Complete the Title 1 Dislocated Worker, TAA program screens. There is no separate screen for NEG participants.
2. Manage Services:
 - a. Report a staff-assisted service or better with an actual start date.
 - b. Report WIA Title 1 Dislocated Worker, TAA or NEG fund source.
3. Manage Program Exits:
 - a. Enter Exit date.
 - b. Enter exit reason, if applicable.
4. Manage Follow Up, Follow Up Status, Entered Employment Overview tab:
 - a. Report an exclusion, if applicable.

If 2nd and/or 3rd quarter employment is determined as a result of supplemental employment data:

1. Manage Follow Ups, Follow Up Status, Second and Third Quarter tabs:
2. For Supplemental Federal Reporting:
 - a. Entry of wages is not required, but may be locally useful.
 - b. Check the radio button for the type of employment that most closely matches your data source.
 - c. Select the method used to verify supplemental employment data. If verification method is blank, "Not Employed in Quarter" or "Not Verified", the supplemental data will not be used in the performance measure.

Example:

The Want-More-Money WDB has 243 individuals who retained employment in the third quarter after exit.

Criteria:	Calculation:
Employed in Q1: 300	
Employed in Q2: 300	
Employed in Q3: 243	
Exclusions in Q3: 1	$243 - 1 = 242$ (denominator)
Q2 Post-Program Earnings: \$300,141	
Q3 Post-Program Earnings: \$280,121	$300,141 + 280,121 = 280,262$ (numerator)
Average Earnings:	$\frac{\$580,262}{242} = \$2,397.77$

4. *Employment and Certificate/Credential Attainment Rate (Dislocated Workers, Only)*

What is this Measure?

The number of dislocated workers who received a training service, were employed in the first quarter after exit and received a certificate/credential by the end of the third quarter after exit divided by the number of dislocated workers who exit during the quarter.

Note: WIA Policy Update 06-07 describes the DET policy regarding training services, the definition of a certificate/credential and changing reporting requirements in ASSET. If DWD's waiver request is approved for PY08, WDBs will still be required to report this information, but will not be held accountable to a negotiated goal.

Individuals who receive training services and are served exclusively by TAA or NEGs (i.e., are not co-enrolled in the Dislocated Worker program) are not included in this measure. If the participant is enrolled in any or multiple WIA Title 1 program areas and receives a training service funded by WIA Title 1 or any partner program, the participant will be counted in this measure, regardless of which fund source paid for the service. This includes all training services that were provided prior to the WIA Title 1 participation date.

Who is Included in this Measure?

- Dislocated workers who receive training services and are employed in the first quarter after exit.
- Dislocated workers who receive training services and are not employed in the first quarter after exit.
- Dislocated workers who earned a certificate/credential.
- Dislocated workers who did not earn a certificate/credential, but received a training service.
- Dislocated workers who received training services and whose employment was determined by the presence of supplemental employment data.

Who is Excluded from this Measure?

- Dislocated workers who do not receive training services.
- Dislocated workers who were not employed in the first quarter after exit, and did not receive training services.
- Dislocated workers who have a documented exclusion at exit.
- Dislocated workers who received training services and have a documented exclusion in the first, second or third quarter after exit.

What Definitions Apply to this Measure?

Certificate/Credential: A document awarded in recognition of an individual's attainment of measurable technical or occupational skills necessary to gain employment or advance within an occupation. Further details are available in WIA Policy Update 06-07.

When is this Measured?

This is an EXIT measure that has two components. In the first quarter after exit, entry into employment is determined. In the third quarter after exit credential attainment is measured. For example, if a participant exits any time from July 1 – September 30, the first quarter after exit is October 1 – December 31. The third quarter after exit is April 1 – June 30 of the following year.

Critical ASSET Fields:

1. Manage Programs:
 - a. Complete Title 1 Dislocated Worker tab.
2. Manage Services:
 - a. Report at least one staff assisted service or better.
 - b. Report WIA Title 1 Dislocated Worker fund source.
3. Manage Services:
 - a. Report a training service.
 - b. Report Actual Service Open Date.
4. Manage Program Exits:
 - a. Report Exit Date.
 - b. Report Title 1 exit reason, if applicable.
5. Manage Follow Ups, Follow Up Credential:
 - a. Select type of certificate/credential attained.
 - b. Enter date certificate/credential was attained.
6. Manage Follow Ups; Employment Overview tab:
 - a. Report exclusion if it occurred in the first, second or third quarter after exit.

Note: ASSET is used by a number of programs besides WIA Title 1 for participant reporting. Certificates/credentials should always be reported, whether or not they will affect the WIA Title 1 performance measures. Only one certificate/credential per participant is counted in this measure, but you should report all credentials that are attained.

If first quarter employment is determined as a result of supplemental employment data:

1. For Supplemental Federal Reporting:
 - a. Entry of wages is not required, but may be locally useful.
 - b. Check the radio button for the type of employment that most closely matches your data source.
 - c. Select the method used to verify supplemental employment data. If verification method is blank, "Not Employed in Quarter" or "Not Verified", the supplemental data will not be used in the performance measure.

Example:

The Got-A-Sheepskin WDB has 150 individuals who received training services.

Criteria:	Calculation:
Received a Training Service:	150 (denominator)
Employed in Q1 after exit:	100
Employed and Earned a Certificate/Credential by Q3:	98 (numerator)
Employment and Certificate/Credential Attainment Rate:	$\frac{98}{150} = 65.33\%$