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April 9, 2024

# WIOA Performance Measures

# Technical Check

*Good Afternoon,*

*Please confirm that you can hear and see the screen by introducing yourself in the chat box.*

*Your lines are muted. Please enter questions in the chat box and we will answer.*

**Amy Santacaterina**  
Director of WIOA Programs

&

**Kristi Chevali**  
Manager of Delegate Agency Technical Assistance &  
Support

# Today's Objectives



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- Learn about Performance Accountability
- Identify the Six Indicators of Performance
- Understand who is counted in each measure
- Understand what success is for each measure
- Understand the timelines for each measure
- Learn some helpful tips and best practices

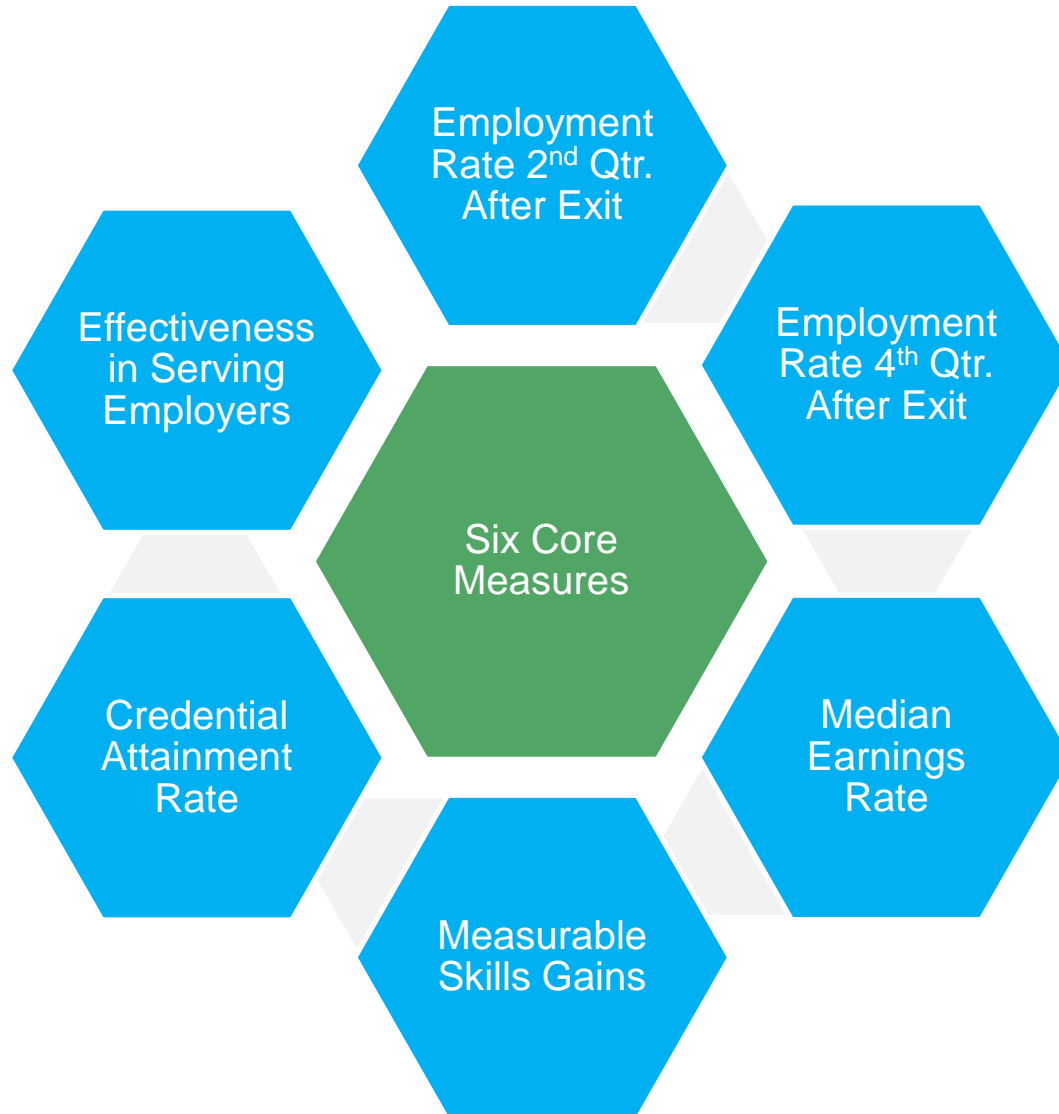


# Six Performance Measures



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# Key Terms and Definitions

Key Term	Definition
Employment	Describes when an individual is working in a paid, unsubsidized job or working 15 hours or more a week in and unpaid job in a farm or business operated by a family member or a participant.
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 part of the wages and costs of employing an individual.
Supplemental Wage Information	Used when a program participant does not provide a social security number (SSN) for matching with quarterly Unemployment Insurance wage record information.
Program Exit	The date of exit from the program is the last date of service. The date cannot be determined until 90 days have lapsed since the participant last received services and no future services are planned

# WIOA Performance Measures

Measure	Definition
Employment/ Rate- 2nd Quarter	Percentage of participants who are in unsubsidized employment in the <b>2nd</b> quarter after exit (Youth: or post secondary education)
Median Earnings	Middle quarterly earnings of program participants who are in unsubsidized employment during the the <b>2nd</b> quarter after exit
Employment/ Rate- 4th Quarter	Percentage of participants who are in unsubsidized employment in the <b>4th</b> quarter after exit (Youth: or post secondary education)
Credential Attainment w/in 4 Quarters of exit	Percentage of people enrolled in training who achieve a recognized credential by the <b>4th</b> quarter after exit.
Measurable Skills Gain	Percentage of people who during the program year, are in an education or training program, and show functional gains in skills toward a credential. <b>All In-school Youth</b> are in the measure <b>every program year</b> they are enrolled.

# WIOA 2023 Performance Goals (LWIA 7)

WIOA Performance Measure w/SWIS Data <sup>1*</sup>	Adult	Dislocated	Youth
Employment in 2 <sup>nd</sup> Quarter after Exit <sup>2**</sup>	71.0% (Meet = 63.9%)	78.5% (Meet = 70.65%)	71% (Meet = 63.9%)
Median Q2 Earnings <sup>2</sup>	\$7,500 (Meet = \$6,750)	\$11,000 (Meet = \$9,900)	\$4,500 (Meet = \$4,050)
Employment in 4 <sup>th</sup> Quarter After Exit <sup>3***</sup>	69% (Meet = 62.1%)	77% (Meet = 69.3%)	68.5% (Meet = 61.65%)
Credential Attainment Rate <sup>3</sup>	72% (Meet = 64.8%)	73% (Meet = 65.7%)	68.5% (Meet = 61.65%)
Measurable Skills Gain <sup>4****</sup>	53% (Meet = 47.7%)	56% (Meet = 50.4%)	49% (Meet = 44.1%)

1\*) SWIS data includes out-of-state wages; it is only reflected in LWIA-wide performance data

2\*\*) Outcomes based on participants that exited 7/1/2022 to 6/30/2023

3\*\*\*) Outcomes based on participants that exited 1/1/2022 to 12/31/2022

4\*\*\*\*) Outcomes by the end of the program year (June 30<sup>th</sup>).



# Preliminary Outcomes

## LWA: 07 - Chicago Cook Workforce Partnership

Numerator / Denominator

Print

Return

Overall Outcome: **FAIL**

Program Year: 2023

through

Program Quarter: 4

Performance Measurement	Negotiated Goal	90% Threshold	Actual Outcome	% of Negotiated Goal	% of Threshold Goal	Status
<a href="#">Youth Employment Rate Q2 (YER2) :</a>	71.0%	63.9%	62.2%	87.61%	97.34%	FAIL
<a href="#">Youth Employment Rate Q4 (YER4) :</a>	68.5%	61.65%	60.78%	88.73%	98.59%	FAIL
<a href="#">Youth Median Earnings Rate Q2 (YMER) :</a>	\$4,500.00	\$4,050.00	\$6,629.11	147.31%	163.68%	EXCEED
<a href="#">Youth Credential Attainment Rate (YCAR) :</a>	68.5%	61.65%	71.67%	104.63%	116.25%	EXCEED
<a href="#">Youth Measurable Skills Gain (YMSG) :</a>	49.0%	44.1%	46.65%	95.2%	105.78%	MEET
<a href="#">Adult Employment Rate Q2 (AER2) :</a>	71.0%	63.9%	53.93%	75.96%	84.4%	FAIL
<a href="#">Adult Employment Rate Q4 (AER4) :</a>	69.0%	62.1%	54.46%	78.93%	87.7%	FAIL
<a href="#">Adult Median Earnings Rate Q2 (AMER) :</a>	\$7,500.00	\$6,750.00	\$10,332.06	137.76%	153.07%	EXCEED
<a href="#">Adult Credential Attainment Rate (ACAR) :</a>	72.0%	64.8%	69.11%	95.99%	106.65%	MEET
<a href="#">Adult Measurable Skills Gain (AMSG) :</a>	53.0%	47.7%	53.54%	101.02%	112.24%	EXCEED
<a href="#">DW Employment Rate Q2 (DER2) :</a>	78.5%	70.65%	62.2%	79.24%	88.04%	FAIL
<a href="#">DW Employment Rate Q4 (DER4) :</a>	77.0%	69.3%	61.79%	80.25%	89.16%	FAIL
<a href="#">DW Median Earnings Rate Q2 (DMER) :</a>	\$11,000.00	\$9,900.00	\$12,463.87	113.31%	125.9%	EXCEED
<a href="#">DW Credential Attainment Rate (DCAR) :</a>	73.0%	65.7%	68.27%	93.52%	103.91%	MEET
<a href="#">DW Measurable Skills Gain (DMSG) :</a>	56.0%	50.4%	53.09%	94.8%	105.34%	MEET

AER2,AMER,DER2,DMER,YER2,YMER based on customers who exited between 07/01/2022 and 06/30/2023

AER4,ACAR,DER4,DCAR,YER4,YCAR based on customers who exited between 01/01/2022 and 12/31/2022

AMSG,DMSG,YMSG based on enrollment anniversaries between 7/01/2023 and 06/30/2024

# Program Year



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The WIOA Program Year (PY) is from July 1<sup>st</sup> through June 30<sup>th</sup>

We are currently in PY 2023 (July 1, 2023 – June 30, 2024)


PY 2023 Performance is based on participants who exited in prior program years (January 1, 2022 - June 30, 2023).

Exception is Measurable Skills Gain (MSG), which is based on the current program year. This is what we call a “live” measure



# Employment Rate 2<sup>nd</sup> Quarter After Exit

## Definition



Employment in  
2<sup>nd</sup> Qtr. after  
Exit

Percentage of participants who are in unsubsidized employment during the second quarter after exit from the program

- For Youth: percentage of participants in education or training activities, or in unsubsidized employment during the second quarter after exit.
- All participants in all core programs are included in this indicator regardless of employment/education status at program entry.
- Placement in Education and Advanced Training counts for Youth

## Please Note



## Employment Rate 2<sup>nd</sup> Quarter after Exit

Number of participants exited during reporting period and who are employed (or Youth in education or training) in 2<sup>nd</sup> quarter after exit DIVIDED by number of participants who exited during the reporting period.

- Supplemental wage information is allowed to verify employment
- Participants who exit during the reporting period for any of reasons listed in the Exclusions from Performance are not included in the measure (Neutral Exits)

## Example

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**Numerator = 88   Denominator = 229   Rate = 38.43%**

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Measure Description

Current Pool

Print

Return

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# Employment Rate in 2<sup>nd</sup> Quarter



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Who is in  
the  
measure?

- All customers who **exit** the program within the reporting period. (July 1, 2022-June 30, 2023)

Who is  
counted in  
success?

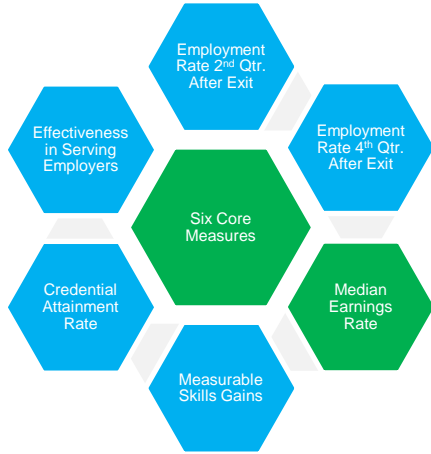
- All customers who are working in the 2<sup>nd</sup> quarter after exit.
- **Youth Only:** Placement in post secondary education is also a success

# Median Earnings 2<sup>nd</sup> Quarter After Exit



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## Definition

The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program as identified by direct UI wage record match, Federal or military employment records or supplemental wage information.



# Calculation/Methodology



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## Median Earnings

Total quarterly earnings for all participants employed in the second quarter after exit are collected. The wage information values are listed in order from the lowest to highest value and the value in the middle of this list is the median earnings value.

## Example

\$12,500    \$13,400    \$16,300    \$18,500    \$18,600    \$25,700    \$52,500



Middle Number

# Median Earnings 2<sup>nd</sup> Quarter After Exit



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## Additional Information

The following participants and associated earnings are excluded from the calculation

- Participants who exited and are not employed in the 2<sup>nd</sup> exit quarter will not count in this measure
- Participants who have exited a program and for whom information is not yet available
- Participants who have exited from a program and who have \$0 income
- Participants who have exited a program and are in subsidized employment
- Participants who have exited for any of the reasons listed in the Exclusions from Performance (Neutral Exits)



# Median Earnings Rate

Who is in  
the  
measure?

- All exited customers (7/1/22-6/30/23) who have earnings reported in the second quarter after exit

What is  
success?

- The median (middle) amount of individual quarterly earnings

# 2nd Qtr. Employment and Median Earnings Timeline



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PY22

PY23

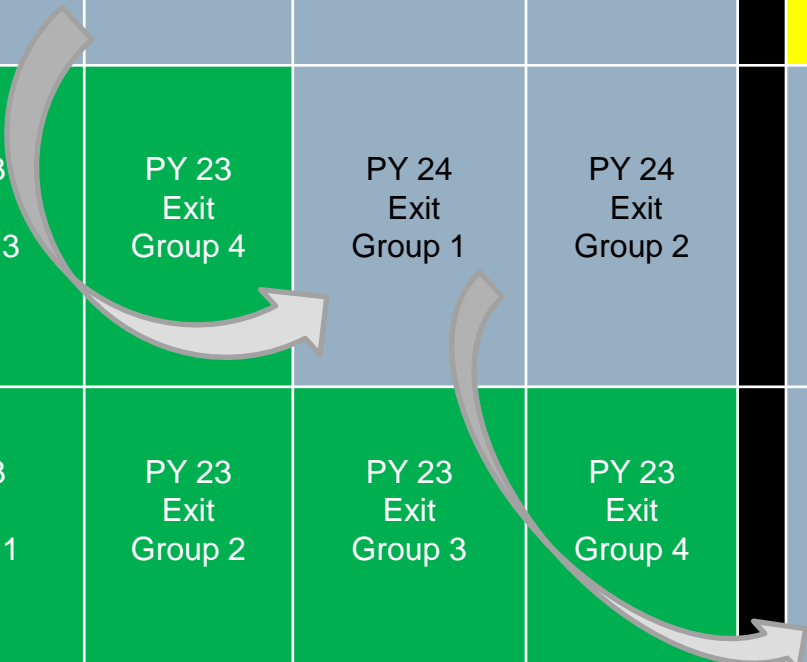
	July- Sept 2022 (Qtr1)	Oct- Dec 2022 (Qtr2)	Jan- March 2023 (Qtr3)	April- June 2023 (Qtr4)		July- Sept 2023 (Qtr 1)	Oct-Dec 2023 (Qtr2)	Jan- March 2024 (Qtr 3)	April – June 2024 (Qtr 4)
<b>Exit quarter</b>	PY 22 Exit Group1	PY 22 Exit Group 2	PY 22 Exit Group 3	PY 22 Exit Group 4		PY 23 Exit Group 1	PY 23 Exit Group 2	PY 23 Exit Group 3	PY 23 Exit Group 4
<b>Outcome quarter (2<sup>nd</sup>qtr after exit)</b>			PY 22 Exit Group1	PY 22 Exit Group 2		PY 22 Exit Group 3	PY 22 Exit Group 4	PY 23 Exit Group 1	PY 23 Exit Group 2
<b>Reporting quarter (2 quarter data lag)</b>						PY 22 Exit Group1	PY 22 Exit Group 2	PY 22 Exit Group 3	PY 22 Exit Group 4

# Employment in 2<sup>nd</sup> Quarter and Median Earnings Rate Timeline

PY 24

PY 25

	July-Sept 2024 (Qtr 1)	Oct- Dec 2024 (Qtr 2)	Jan-March 2025 (Qtr3)	April-June 2025 (Qtr4)		July- Sept 2025 (QTR 1)	Oct-Dec 2025 (Qtr 2)
<b>Exit quarter</b>	PY 24 Exit Group 1	PY 24 Exit Group 2	PY 24 Exit Group 3	PY 24 Exit Group 4		PY 25 Exit Group 1	PY 25 Exit Group 2
<b>Outcome quarter (2<sup>nd</sup> quarter after exit)</b>	PY 23 Exit Group 3	PY 23 Exit Group 4	PY 24 Exit Group 1	PY 24 Exit Group 2		PY 24 Exit Group 3	PY 24 Exit Group 4
<b>Reporting quarter (2 quarter data lag)</b>	PY 23 Exit Group 1	PY 23 Exit Group 2	PY 23 Exit Group 3	PY 23 Exit Group 4		PY 24 Exit Group 1	PY 24 Exit Group 2



# Employment and Median Earnings in 2<sup>nd</sup> Quarter Timeline

Program Year 2022 (July 1, 2022-June 30, 2023)				
<b>Exit Quarter</b>	<b>July-Sept 2022</b>	<b>Oct-Dec 2022</b>	<b>Jan-Mar 2023</b>	<b>Apr-June 2023</b>
<b>Outcome Quarter (2nd Qtr After Exit)</b>	Jan-Mar 2023	Apr-June 2023	July-Sept 2023	Oct-Dec 2023
<b>Reporting Quarter (Wage Data Posts)</b>	July-Sept 2023	Oct-Dec 2023	Jan-Mar 2024	Apr-June 2024

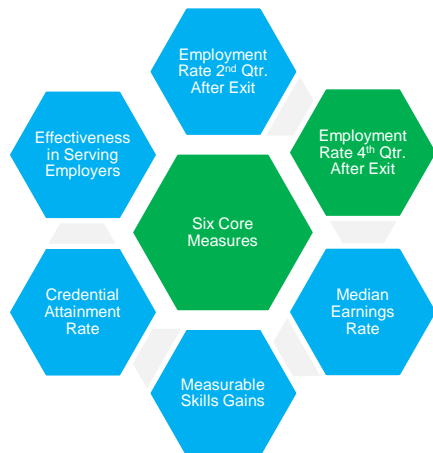
Program Year 2023 (July 1, 2023-June 30, 2024)				
<b>Exit Quarter</b>	<b>July-Sept 2023</b>	<b>Oct-Dec 2023</b>	<b>Jan-Mar 2024</b>	<b>Apr-June 2024</b>
<b>Outcome Quarter (2nd Qtr After Exit)</b>	Jan-Mar 2024	Apr-June 2024	July-Sept 2024	Oct-Dec 2024
<b>Reporting Quarter (Wage Data Posts)</b>	July-Sept 2024	Oct-Dec 2024	Jan-Mar 2025	Apr-June 2025

# Employment Rate 4<sup>th</sup> Quarter After Exit



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## Definition

Percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program

- For Youth: percentage of participants in education or training activities, or in unsubsidized employment during the fourth quarter after exit.
- All participants in all core programs are included in this indicator regardless of employment/education status at program entry
- Placement in Education and Advanced Training counts for Youth

## Please Note

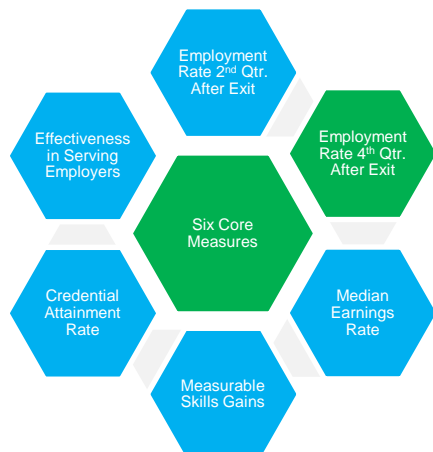
# Calculation/Methodology



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## Employment Rate 4<sup>th</sup> Quarter after Exit



Number of participants exited during reporting period and who are employed (or Youth in education or training) in 4<sup>th</sup> quarter after exit DIVIDED by number of participants who exited during the reporting period.

- Supplemental wage information is allowed to verify employment
- Participants who exit during the reporting period for any of reasons listed in the Exclusions from Performance are not included in the measure (Neutral Exits)

## Example

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**Numerator = 71   Denominator = 180   Rate = 39.44%**

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Measure Description

Current Pool

Print

Return

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# Employment Rate in 4<sup>th</sup> Quarter



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Who is in  
the  
measure?

- All customers who **exit** the program within the reporting period. (Jan 1, 2022-December 31, 2022)

Who is  
counted in  
success?

- All customers who are working in the 4<sup>th</sup> quarter after exit.
- **Youth Only:** Placement in post secondary education is also a success.

# Employment/Placement in Education 4th Quarter and Credential Attainment Timeline



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PY 21 and PY 22

PY 23

	Jan- March 2022	April to June 2022	July- Sept 2022 (Qtr1)	Oct- Dec 2022 (Qtr2)	Jan- March 2023 (Qtr3)	April- June 2023 (Qtr4)		July- Sept 2023 (Qtr 1)	Oct- Dec 2023 (Qtr2)	Jan- March 2023 (Qtr 3)	April – June 2023 (Qtr 4)
Exit quarter	PY 21 exit group 3	PY 21 exit Group 4	PY 22 Exit Group 1	PY 22 Exit Group 2	PY 22 Exit Group 3	PY 22 Exit Group 4		PY 23 Exit Group 1	PY 23 Exit Group 2	PY 23 Exit Group 3	PY 23 Exit Group 4
Outcome quarter 4 <sup>th</sup> qtr after exit					PY 21 Exit Group 3	PY 21 Exit Group 4		PY 22 Exit Group1	PY 22 Exit Group 2	PY 22 Exit Group 3	PY 22 Exit Group 4
Reporting quarter (2 qtr. data lag) WIOA Perform								PY 21 Exit Group 3	PY 21 Exit Group 4	PY 22 Exit Group1	PY 22 Exit Group 2



# Employment/Placement in Education 4th Quarter and Credential Attainment Timeline



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## Program Year 2021 (July 1, 2021-June 30, 2022)

Exit Quarter	July-Sept 2021	Oct-Dec 2021	Jan-Mar 2022	Apr-June 2022
Outcome Quarter (4th Qtr After Exit)	July-Sept 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-June 2023
Reporting Quarter (Wage Data Posts)	Jan-Mar 2023	Apr-June 2023	July-Sept 2023	Oct-Dec 2023

## Program Year 2022 (July 1, 2022-June 30, 2023)

Exit Quarter	July-Sept 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-June 2023
Outcome Quarter (4th Qtr After Exit)	July-Sept 2023	Oct-Dec 2023	Jan-Mar 2024	Apr-June 2024
Reporting Quarter (Wage Data Posts)	Jan-Mar 2024	Apr-June 2024	July-Sept 2024	Oct-Dec 2024

# Credential Attainment



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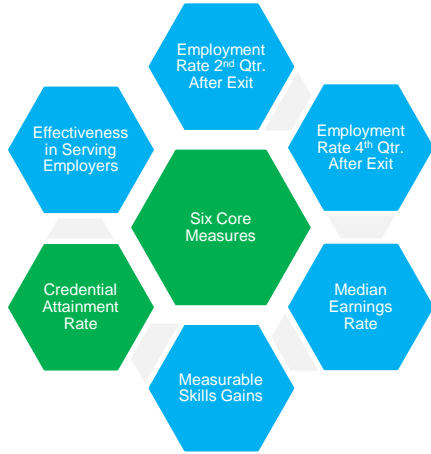


## Definition

Percentage of participants enrolled in education or training program who attain a recognized post-secondary credential or secondary school diploma during participation or within one (1) year after program exit.

- Only includes those who received training or education (excluding OJT or Customized Training) in denominator
- All In-School Youth (ISY) are included in the measure

## Please Note



## Credential Attainment

The number of participants who exited during the reporting period who obtained a recognized credential during the program or within one (1) year after exit (and the “Special Rule for high school diploma)

DIVIDED by the number of participants enrolled in an education or training program (excluding those in OJT and customized training ) who exited during the reporting period.

# Credential Attainment: Special Rule



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## Credential Attainment: Special Rule



- Related to Secondary school diploma
- Participants who obtain a secondary school diploma or its recognized equivalent must also meet an additional condition before they are counted as a successful outcome (positive) and included in the numerator of the credential attainment indicator. **These participants must be employed or enrolled in an education or training program leading to a recognized post-secondary credential within one year following exit.**
- What this means = In-School Youth who graduate High School/GED will not be counted in the Numerator unless they exit with employment or post-secondary.
- In-School Youth who graduate High School/GED and are exited with neither employment or post-secondary, will remain in the denominator.



# Credential Attainment



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## Who is in the measure?

- All customers who **exit** the program **and enrolled in education or training service\*** (excluding OJT and Customized Training) **with in the period (Jan 1, 2022 – December 31, 2022)**

## Who is counted in success?

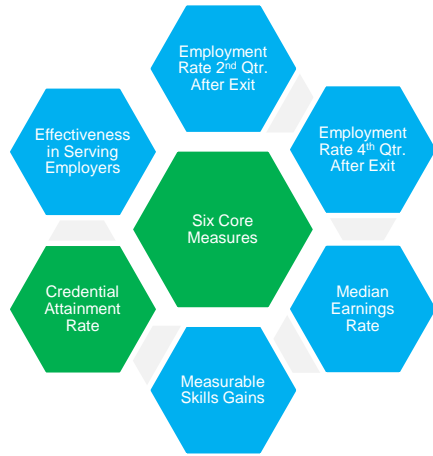
- All customers who attain a credential during participation or the end of 1 year after exit.
- **In-School Youth:** If attained a high school diploma only then, must also be employed or enrolled in post-secondary education

\*The WIOA Services & Definitions List on the Help Desk specifies which services put participants in the credential measure



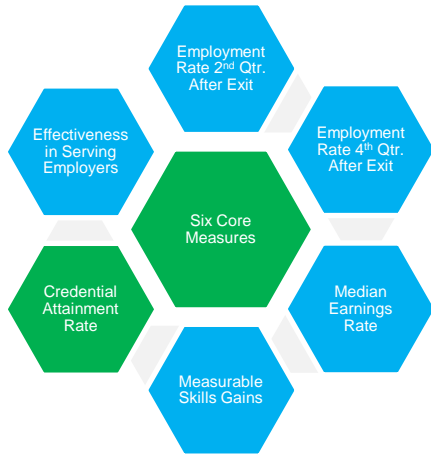
## Recognized Credentials

- A recognized post-secondary credential is defined as a credential consisting of an industry-recognized certificate or certification, a certificate of completion of an apprenticeship, a license recognized by the State or Federal Government, or an associate or baccalaureate degree.
- A secondary school diploma (or alternate diploma) (commonly referred to as high school diploma) is one that is recognized by a state and that is included for accountability purposes.
- A secondary school equivalency certification signifies that a student has completed the requirements for a high school education.



## Types of Credentials

- **Secondary School Diploma or recognized equivalent**
- **Post-Secondary Education Credentials**
  - Associate's Degree
  - Bachelor's Degree
  - Graduate Degree for purposes of the VR program
  - Occupational Licensure
  - Occupational Certificate, including Registered Apprenticeships and Career and Technical Education educational certificates
  - Occupational Certification
  - Other recognized certificates of industry/occupational skills completion sufficient to qualify for entry-level or advancement in employment



## Certificates that Do NOT Count for the Credential Attainment measure

- Certificates that **DO NOT** document the measurable technical or industry/occupational skills necessary to gain employment or advance within and occupation.
- Examples include:
  - OSHA 10 or OSHA 30-hour safety courses
  - Work readiness, food handlers, and CPR/First Aid certifications
  - Completion of orientation or mobility training
  - Workforce Innovation Board (WIB) certificates
- While these don't count towards a Credential Attainment measure, they are allowable services.



# Employment/Placement in Education 4th Quarter and Credential Attainment Timeline



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PY 21 and PY 22

PY 23

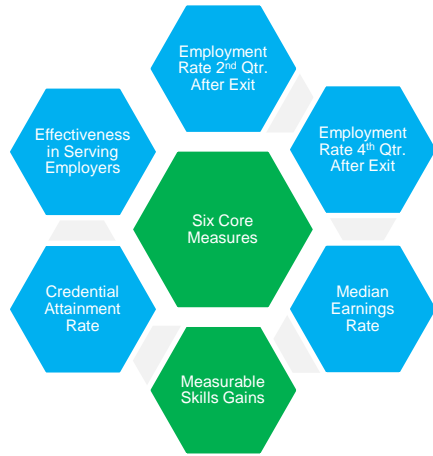
	Jan- March 2022	April to June 2022	July- Sept 2022 (Qtr1)	Oct- Dec 2022 (Qtr2)	Jan- March 2023 (Qtr3)	April- June 2023 (Qtr4)		July- Sept 2023 (Qtr 1)	Oct- Dec 2023 (Qtr2)	Jan- March 2023 (Qtr 3)	April – June 2023 (Qtr 4)
Exit quarter	PY 21 exit group 3	PY 21 exit Group 4	PY 22 Exit Group 1	PY 22 Exit Group 2	PY 22 Exit Group 3	PY 22 Exit Group 4		PY 23 Exit Group 1	PY 23 Exit Group 2	PY 23 Exit Group 3	PY 23 Exit Group 4
Outcome quarter 4 <sup>th</sup> qtr after exit					PY 21 Exit Group 3	PY 21 Exit Group 4		PY 22 Exit Group1	PY 22 Exit Group 2	PY 22 Exit Group 3	PY 22 Exit Group 4
Reporting quarter (2 qtr. data lag) WIOA Perform								PY 21 Exit Group 3	PY 21 Exit Group 4	PY 22 Exit Group1	PY 22 Exit Group 2

# Measurable Skill Gains



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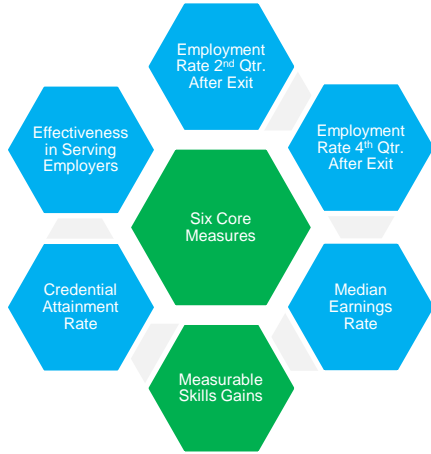


## Definition

Percentage of program participants who are in an education or training program activity during the program year AND who achieved a measurable skills gains, defined as documented academic, technical, occupational, or other forms of progress toward such a credential or employment.

## Please Note

- Unlike the Credential Attainment measure, Adults and Dislocated Workers who are in an OJT or Customized Training ARE included in the measure.



## Measurable Skill Gains

- The number of program participants in the program year who are enrolled in an education or training service and have gained at least one measurable skill.
- DIVIDED by the number of total program participants who are enrolled in an education or training service during the program year (July - June)
- Remember, if you start training in June, you are on the hook for an MSG before June 30<sup>th</sup>.

# Measurable Skills Gain



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Who is in  
the  
measure?

- All customers enrolled in an education or training program leading to a recognized post-secondary credential or employment during the Program Year

Who is  
counted in  
success?

- All customers who achieved a Measurable Skill Gain in the program year.

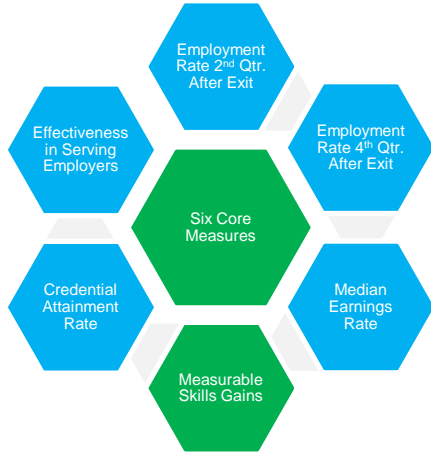
The Measure Skills Gain and the Service Definition procedures on the Help Desk specifies which services put participants in this measure.

# Measurable Skills Gain



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## Five Types of MSG's

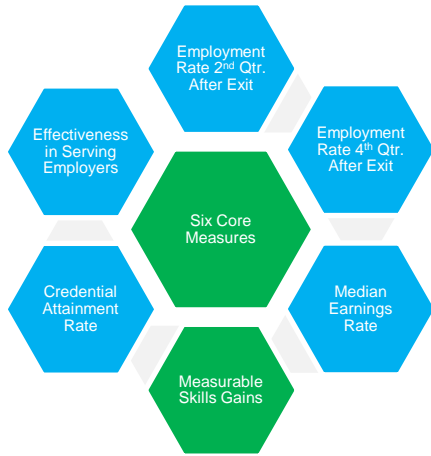
- Educational Functioning Level (EFL)
- Secondary School Diploma or Equivalent (Skills Progression)
- Secondary or Post-Secondary Transcript/Report Card
- Training Milestone(s)
- Skills Progression (Diploma/Certificate/Degree)

# Measurable Skills Gain



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## Types of MSG's

### Educational Functioning Level (EFL)

- Documented achievement of at least one educational functioning (EFL) level of a participant who is receiving instruction below the post-secondary education level (includes three types of EFL measurements)

### Secondary Diploma or Equivalent

- Documented attainment of a secondary school diploma or its recognized equivalent

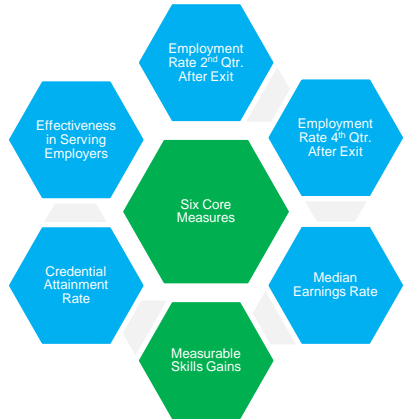


# Measurable Skills Gain



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## Types of MSG's

### Secondary or Post-Secondary Transcript/Report Card

#### *Secondary Transcript/Report Card*

- Applies to participants without a high school diploma or General Educational Development (GED) at program entry

#### *Post-Secondary Transcript/Report Card*

- Full time Students must achieve a minimum of 12 credits within one semester
- Part-time students must achieve a minimum of 12 credits completed (in accordance with the institutions standards) in two consecutive semesters within the same 12-month period. If the first semester begins in one Program Year (PY) and the second semester ends in the next PY, the MSG would be achieved in the PY that the second semester ends.

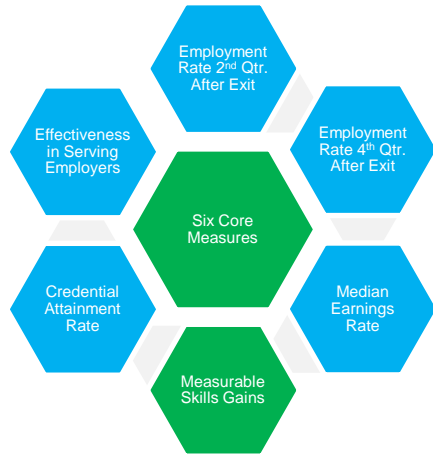


# Measurable Skills Gain



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## Types of MSG's

### Training Milestone(s)

- Satisfactory or better progress reports towards established milestones, such as completion of an OJT or completions of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training. Progress reports must document substantive skill development (ITA).

### Skills Progression (Diploma/Certificate/Degree)

- Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks, such as knowledge-based exams (ITA).

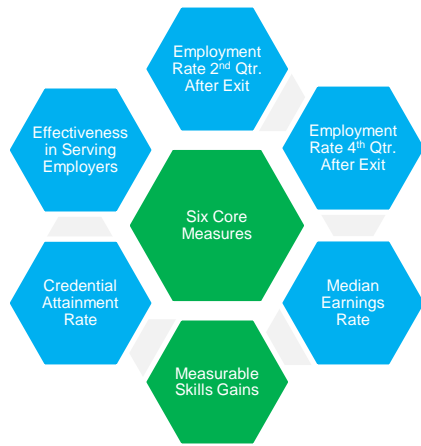


# Measurable Skills Gain



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## Need to Know

- To count as a positive in performance, participants need to achieve at least one skills gain each program year they participate in WIOA and are enrolled in education or training.
- ALL MSG's should be reported even though only one is counted in the performance calculation for each program year.
- Since the MSG is **NOT EXIT based**, participants are included in the measure each program year they participate in WIOA and are enrolled in training or education.
- The Denominator grows as people enter training during the year
- In-School Youth and Career-Pathway Training Models are on the hook every year case is open



Who can  
be  
removed  
from the  
measure?

- Neutral Exits
- Participants who have a health or medical issue
- Persons who are institutionalized or incarcerated
- Persons who are deceased
- Reservists called to active duty



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# Quiz Questions



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**Q**

What program year are we in today  
(4/9/2024)?

**A**

PY 2023

**B**

PY 2024

**Answer:**

Program Year 2023  
(July 1, 2023-June 30, 2024)

## Question 2:

Marcus is an out-of-school youth who received an ITA for training.

*Which performance measures will he be in once he exits WIOA?*

## Answer:

- Employed in 2<sup>nd</sup> Quarter after Exit
  - Median Earnings
- Employed in 4<sup>th</sup> Quarter after Exit
  - Attained Credential

He is not in the Skills Gain measure after he exits because that's an in-program measure.

## Question 3:

Marcus started training in June 2023 and completed training in August 2023.

*Which program year(s) is he in the Skills Gain performance measure?*



## Answer:

PY 2022 and PY 2023

He is in the Skills Gain measure every program year that he is in training.

Remember the PY goes from July 1 through June 30 each year

## Question 4:

Suzy is an in-school youth who enrolled in WIOA in April 2023 and exited WIOA in April 2024. She did not receive any occupational skills training services.

*Which program year(s) is she in the Skills Gain measure?*

## Answer

PY 2022 and PY 2023

In-school Youth are in the measure every year they are enrolled in WIOA whether or not they receive occupational training services.

## Question 5:

Marcus is an Adult customer who attends an ITA for CDL and he exits with a job.

*What measures will he be counted in?*

# Quiz Questions

## Answer

He will be in all the measures.

- MSG during the program year
- Employment 2<sup>nd</sup> & 4<sup>th</sup> Quarter after exit
- Median Earnings if working during the 2<sup>nd</sup> quarter
- Credential Attainment (best to record CDL before exit)

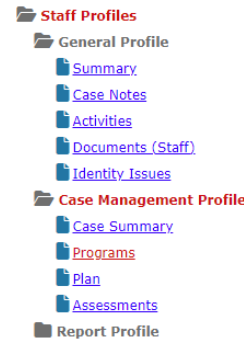
# How to Document Supplemental Employment



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- Follow Up screen in Career Connect is used to capture:
  - ✓ Out of state or contract employment that does not show up in the Illinois wage data
  - ✓ Youth enrollment in post-secondary / advanced training
- Once your customer is exited and the documentation is collected for the appropriate quarter, here is where the information is updated.



✚ Closure	08/19/2022
✚ Exit / Outcome	08/19/2022
✚ Follow-ups	4

# How to Document Supplemental Employment



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## Click on the (+) to expand the Follow Up Section.



Follow-ups

4

[Create Local Follow Up](#)

Search:

Required By	Date Complete	Status	Follow Up Type
12/31/2022		Required	<a href="#">1st Quarter After Exit</a>
03/31/2023	03/20/2024	Completed	<a href="#">2nd Quarter After Exit</a>
06/30/2023		Required	<a href="#">3rd Quarter After Exit</a>
09/30/2023	03/20/2024	Completed	<a href="#">4th Quarter After Exit</a>

# How to Document Supplemental Employment



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Next, click on the blue link for the exit quarter you would like to update

Follow-ups

4

[Create Local Follow Up](#)

Search:

Required By	Date Complete	Status	Follow Up Type
12/31/2022		Required	<a href="#">1st Quarter After Exit</a>
03/31/2023	03/20/2024	Completed	 <a href="#">2nd Quarter After Exit</a>
06/30/2023		Required	<a href="#">3rd Quarter After Exit</a>
09/30/2023	03/20/2024	Completed	<a href="#">4th Quarter After Exit</a>



# How to Document Supplemental Employment



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- General Information and Alternate Contact sections will be pre-filled and can be skipped.
- Contact Attempts section can be skipped
- If the customer is employed complete the Follow-up Employment Information section

## Follow-up Employment Information

**Employer Name:** Flex N Gate Corporation  
2924 E 126th Pl Unit 200  
Chicago, IL 60617

**Employer Contact and Phone:** Nikki Smith  
773-437-5686

\*Worked in Quarter 1/1/2023 - 3/31/2023? ☒ Yes ☐ No

Use primary employer from previous quarter? ☐ Yes

Qtr	Employer Name	Primary Employer	Job Title	Start Date	End Date	Non-Traditional	Training Related	Action
4	Flex N Gate Corporation	Yes	Assembler	03/30/2022		No	No	<a href="#">Edit</a> <a href="#">Delete</a>
2	Flex N Gate Corporation	Yes	Assembler	03/30/2022		No	No	<a href="#">Edit</a> <a href="#">Delete</a>

[\[ Add Employer \]](#)

# How to Document Post-Secondary Education

- General Information and Alternate Contact sections will be pre-filled and can be skipped.
- Contact Attempts section can be skipped
- For Youth customers who are enrolled in post-secondary exit, complete the Follow-up Employment Information section
  - ✓ Select the appropriate drop down

## Follow-up Education Information

Previous Follow-up Education  
Placement and Date Information:

Not Applicable

\* Education in Quarter 1/1/2023 -  
3/31/2023:

Date of Education Placement:

 [Today](#)

[ [Verify](#) | [Scan](#) | [Upload](#) | [Link](#) ]

- None Selected
- Occupational Skills Training (including advanced training)
- Post-secondary Education
- Secondary Education
- No Placement

# How to Document Supplemental Employment




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- Exit and Closure Information section is pre-filled and can be skipped
- Current Status at Follow Up section must be completed as appropriate. Please note, this is where you can update the status if you need to remove someone from your performance measures due to one of the allowable exclusions.

## Current Status at Follow-up

### Follow-up Information:

\* Actual Date of Follow-Up:   [Today](#)

\* Contact Type:

Other (specify):

### Follow-up Status

*This section is required only when no employment, no youth placement and no youth diploma/credential is recorded on the follow-up screen.*

Status at Follow-Up:

Other (specify):

Comments:

None Selected

CREDENTIAL REQUIRED-Attained Credential/Diploma/Certificate

JOB REQUIRED-Supplemental Employment

Reserve Forces called to Active Duty

Military Service / Employment

JOB REQUIRED-Registered Apprenticeship

Health/Medical (other)

Deceased (other)

Institutionalized/Incarcerated

Foster Care

# How to Document Supplemental Employment



- Complete Staff Information section
- Then click SAVE

## Staff Information

\* LWIA/Region:

Chicago Cook Workforce Partnership

\* Office Location:

Staff User Create:

273399

Create Date:

08/19/2022

Staff User Edit:

313063

Edit Date:

03/20/2024

[ [Add a new Case Note](#) | [Show Filter Criteria](#) ]

ID	Create Date	Subject	Action
No data found.			

Current Case Manager:

Group:

Case Manager:

Temporary Case Manager: Not Applicable

[Assign Case Manager](#)

[Assign Me](#)

[Remove Case Manager Assignment](#)

# How to Document Supplemental Employment



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- Once you have saved the information, wait 15 minutes, Then you can check IWDS to see if the information transferred correctly.

- The corresponding screen in IWDS can be found by clicking on Exit Summary

# How to Document Supplemental Employment

- Then the Exit Control Panel will display and you can check the appropriate quarters to see if the data transferred.

Menus

[Staff Menu](#)

[Customer Menu](#)

[Application Menu](#)

Case Notes

[List Case Notes](#)

Universal Services

[List All Services](#)

FAQs

[I'm Done: Log Off](#)

Exit Control Panel

[Application Summary](#)

SSN:      App LWA:7      App Date:02/23/2022      Exit Date:08/19/2022

[Return](#)

GENERAL

Exit Date: 08/19/2022  
School Status At Exit:

Title

1N

Registration Date

02/23/2022

Exit Reason

Entered Unsubsidized Employment

[Update](#)

CREDENTIALS

Enter Credentials Attained

[Update](#)

EMPLOYMENT AT EXIT

Employer Name: Flex N Gate Corporation  
Employment Start: 03/30/2022  
Employment End: null  
Contact Name: Nikki Smith  
Contact Phone: (773)437-5686  
Green Job: - Production Workers, All Other  
Job Title: Assembler  
Job Duties: All production workers not listed separately.

[Update](#)

Q1 POST EXIT Oct - Dec 2022

UI Wages: Not Available  
No Supplemental Q1 Information Specified

[Update](#)

Q2 POST EXIT Jan - Mar 2023

UI Wages: Not Available  
Supplemental Employer: Flex N Gate Corporation  
Employment Start: 03/30/2022  
Employment End:  
Other Post Exit Outcome: Unsubsidized Employment  
Supplemental Wages: \$8,320.00 All Jobs in this Quarter

[Update](#)

Q3 POST EXIT Apr - Jun 2023

UI Wages: Not Available  
No Supplemental Q3 Information Specified

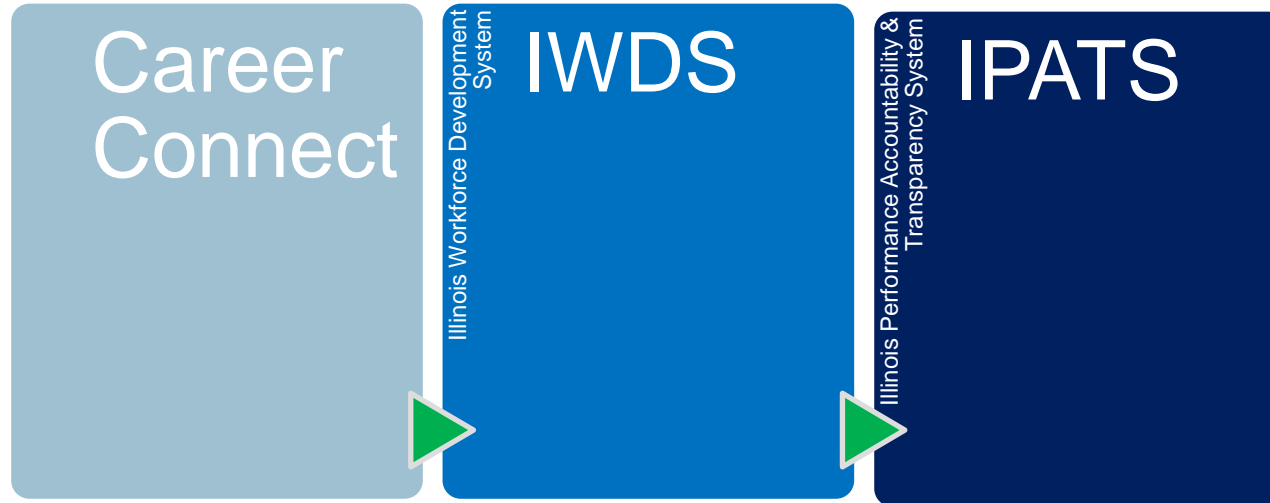
[Update](#)

Q4 POST EXIT Jul - Sep 2023

UI Wages: Not Available  
Supplemental Employer: Flex N Gate Corporation  
Employment Start: 03/30/2022  
Employment End:  
Other Post Exit Outcome: Unsubsidized Employment  
Supplemental Wages: \$8,320.00 All Jobs in this Quarter

[Update](#)

# Systems of Record & Data Transfer



## ➤ When do they talk to each other?

- ✓ Career Connect → IWDS → Daily (every 15 minutes)
- ✓ IWDS Performance → Weekly (over the weekend)
- ✓ IWDS → IPATS Customer Engagement data → Nightly
- ✓ IWDS → IPATS Performance Indicator data → Weekly (over the weekend)

# Data Entry Tips for Meeting Goals



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- Close training services promptly – leaving services open keeps participants in the Skills Gain measure.
- Enter credentials and skills gains – if it isn't in Career Connect, it didn't happen.
- Exit promptly
- Enter Q2 & Q4 supplemental data in follow-up:
  - ✓ Helps alleviate the wage data lag.
  - ✓ Allows tracking of training-related placements post-exit.



# Homework

1. Check your Agency Performance in IWDS
2. Enter missing credentials and skills gains
3. Enter Q2 & Q4 supplemental data in follow-up
4. Identify neutral exits:
  - Health/Medical
  - Institutionalized/Incarcerated
  - Reservist called to Active Duty
  - Deceased
5. For the next 3 months please monitor this closely as we approach the end of the Program Year.

# Help Desk Resources



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## ➤ Measurable Skills Gain:

<https://workforceboard.zendesk.com/hc/en-us/articles/360003921472>

## ➤ Credentials: <https://workforceboard.zendesk.com/hc/en-us/articles/14599332864909->

## ➤ WIOA Service Matrix & Definitions:

<https://workforceboard.zendesk.com/hc/en-us/articles/360050548012>

## ➤ Closure/Exit Procedure:

<https://workforceboard.zendesk.com/hc/en-us/articles/360001375152>

## ➤ Quarterly Follow-up:

<https://workforceboard.zendesk.com/hc/en-us/articles/360014871492>

## ➤ Reports: <https://workforceboard.zendesk.com/hc/en-us/articles/6503046470541->

# Up Coming Training Sessions



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- Services & Case Notes Webinar 4/18
- **Services & Case Notes In-Person 5/21 (New Date)**
- Objective Assessment Summary (OAS) week of 4/22
- Individual Employment Plan (IEP) week of 4/29
  - Please note this workshop is only for Adults & Dislocated Worker programs. We will be scheduling separate workshops for the Youth Individual Service Strategy (ISS) at a later date.
- Registration LINK:  
<https://workforceboard.zendesk.com/hc/en-us/sections/3600000173031-Upcoming-Trainings>
- Coming Soon: ITA Webinar 5/8

# Questions and Answers



# Thank you!



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