

# Southwestern Area Workforce Development Board

## Workforce Innovation and Opportunity Act TECHNICAL ASSISTANCE GUIDE (TAG) 17-21.1 Performance

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## DEFINITIONS

**Actual Results** are the results reported for the local area by each office and sub-recipient based on participant data records.

**Adjusted levels of performance** are the negotiated levels of performance, after being revised at the end of the program year using the statistical adjustment model (SAM). The SAM is run to account for actual economic conditions and characteristics of participants served.

**A full-time student is defined as a post-secondary student enrolled in 12 hours per semester or the number of hours recommended by the training institution for that program. Anyone taking less is considered a part-time student.**

**Global Exclusion** is a circumstance that prevents an individual from completing training and/or entering employment. Documentation of these circumstances and creating a “hard exit” and entering the exclusion removes the individual from performance calculations. The exclusion circumstance must occur during participation (before exit) to be applicable. These documentable circumstances are:

- Institutionalization;
- Health/medical or family care;
- Reservist called to active duty; or
- Deceased.

**Management Information System (MIS)** is the data collection system for entry of participant information for the purposes of state and federal reporting. The state required data collection system is the New Mexico Workforce Connection Online System (NMWCOS).

**Negotiated levels of Performance** are the levels of performance for each primary indicator agreed to be the local board and the New Mexico Department of Workforce Solutions (NMDWS) as the WIOA State Administrative Entity (SAE). These negotiated levels of performance must be incorporated into sub-recipient contracts and must be met for continued funding. Failure to meet the negotiated levels of performance could result in sub-recipient corrective action planning or sanction.

**Performance measures** are the WIOA mandated indicators of performance. The reporting of the performance data to USDOL is a function of the SAE and is based on the participant record data contained in the MIS (NMWCOS). The required performance indicators for NM are:

- Employed in Q2;
- Employed in Q4;
- Median Earnings in Q2;
- Credential Attainment;
- Measurable Skills Gain; and
- Effectiveness in Serving Employers

**Satisfactory progress** is the amount of progress determined by the local board to be reasonable for substantiation of achievement of program goals for the recording of measurable skills gain for individuals enrolled in training activities (other than ITA Occupational Skills training). The requirements for substantiation and documentation of “satisfactory progress” are specified in this TAG in the area that corresponds to the appropriate training population.

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**Statistical Adjustment Model (SAM)**, established by the USDOL, is an objective statistical model to be used to make adjustments in the state and local levels of performance for actual economic conditions and the characteristics of participants served at the end of the program year.

Performance quarters are determined based on the date of exit NOT CASE CLOSURE. The exit quarter is the calendar quarter in which the exit takes place. Q2 is the 2<sup>nd</sup> quarter following (not including) the exit quarter Q4 is the 4<sup>th</sup> quarter following (not including) the exit quarter. The yearly calendar quarters are:

- Jan-March
- April-June
- July-September
- October-December

Example: if an individual exits in February, Q2 is the period between July and September and Q4 is the period between January and March of the following calendar year.

## PERFORMANCE MEASURES AND DATA CAPTURE

1. **Employed in Q2** is defined as the percentage of program participants who are in unsubsidized employment during the second quarter after exit.

This performance is primarily calculated utilizing the participants' social security number to locate the corresponding unemployment insurance (UI) wage information to determine if the individual is employed. When calculated this way no corresponding staff entry is required.

Special circumstances: In cases where individuals are working for railroads, certain native American business establishments or are self-employed, the reporting information for employment status must be obtained via supplemental data contained in the 2<sup>nd</sup> quarter follow-up. In this situation staff must obtain employment verification and enter it into the follow-up record. The verification source document must be uploaded to the NMWCOS documents section and linked to the verification. The follow up date must fall within the correct time frame to align with the 2<sup>nd</sup> quarter after exit.

For Title I youth, the indicator is participants in education, training activities or employment in the 2<sup>nd</sup> quarter after exit.

For employed youth (except as noted above for special circumstances), the data will be obtained via UI wage data, as previously discussed. For youth in education or training activities in the second quarter after exit, the information is obtained based on information contained in the second quarter follow-up records.

In this situation, staff must obtain verification and enter it into the follow-up record. The verification source document must be uploaded to the NMWCOS documents section and linked to the verification. The follow up date must fall within the correct time frame to align with the 2<sup>nd</sup> quarter after exit.

2. **Employed in Q4** is defined as the percentage of program participants in unsubsidized employment during the 4<sup>th</sup> quarter after exit. This performance is calculated utilizing the participants' social security number to locate the corresponding unemployment insurance (UI) wage information to determine if the individual is employed.
-

In cases where individuals are working for railroads, certain native American business establishments or are self-employed the employment status must be obtained via supplemental data contained in the 4th quarter follow-up record.

For Title 1 youth the indicator is participants in education, training activities or employment in the 4<sup>th</sup> quarter after exit.

For youth that are employed the data will be obtained via the same methodology identified above. For youth in education or training activities in the 4th quarter after exit the information is obtained based on information contained in the 4<sup>th</sup> quarter follow-up records.

3. **Median Earnings Q2** is defined as the median earnings of program participants who are in unsubsidized employment during the second quarter after exit. It will be the “middle record” in the list of earnings. For example, if there are 27 individuals with Q2 earnings, the median income will be individual #14. Individuals for whom the MIS utilizes supplemental data from the follow-up records are excluded from this measure.

This measure does not require staff entry for calculation or reporting.

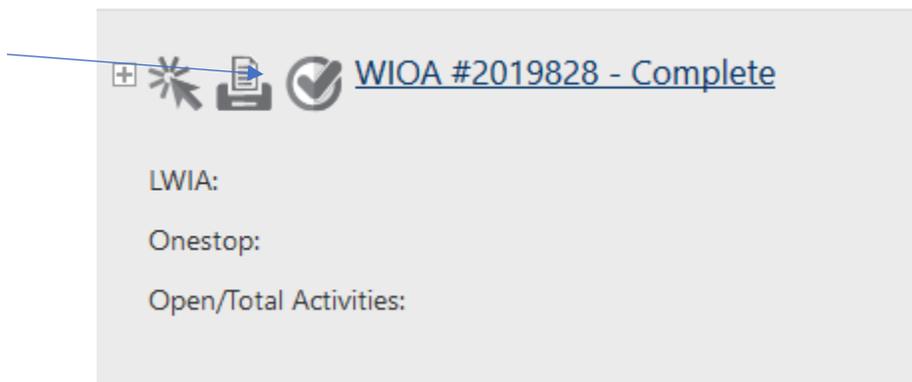
4. **Credential** is defined as the percentage of program participants who attain a recognized postsecondary credential or a secondary school diploma or its recognized equivalent, during participation or within 1 year after exit from the program.

The performance reporting information for this measure is captured in the NMWCOS through direct entry by staff. This measure only needs to be entered once. There is no need to enter multiple credentials if the participant obtains more than one. The types of credentials recognized are:

- A recognized degree or certificate;
- Certification or licensure; and
- A high school diploma or its equivalent

#### **Entry processes and requirements**

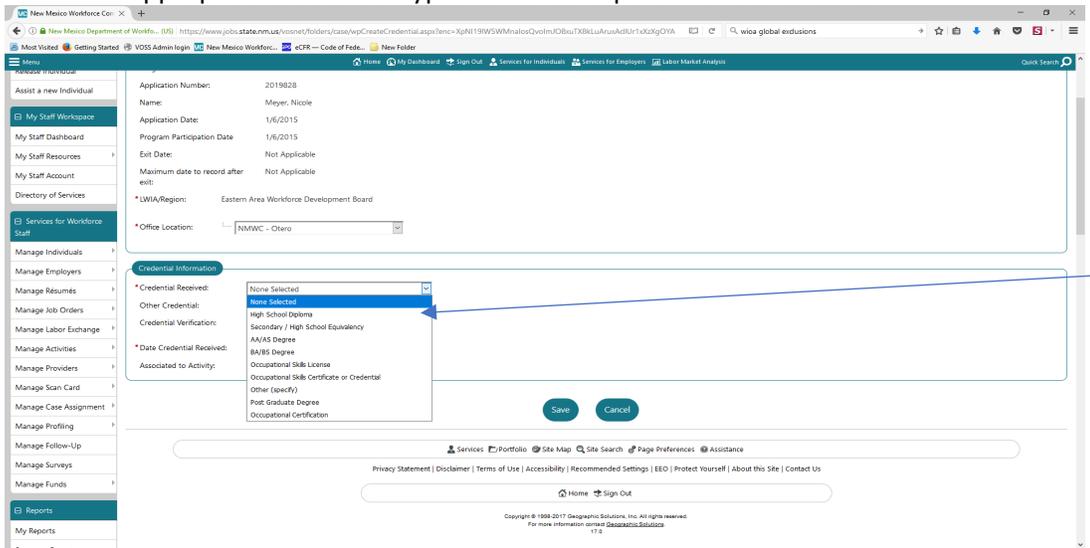
- A. Upload the credential document(s) to the participant’s documents page.
- B. From the participants’ NMWCOS file on the documents tab click the “+” next to the WIOA application.



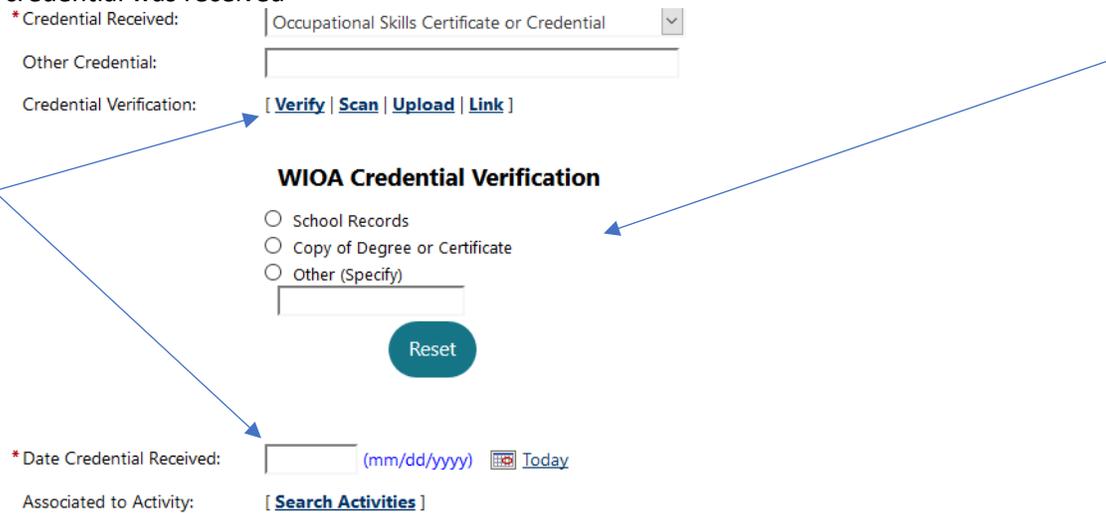
C. Then scroll down and click the “+” next to credentials and click “Create Credential”.



D. Select the appropriate credential type from the drop down and click save.



E. The click “Verify” and click the appropriate type of credential verification, then enter the date the credential was received



- F. Link the verification document to the credential. Click “link” next to the verification as shown above. Enter the document tags and then select the verification document from the “Documents Available” section below the tags. Note: The document type should align with the credential type. For example, if license is selected then the occupational skills license should be the document selected not a degree transcript. The document tags will follow the format below:
- Last name, first name
  - SID
  - License, degree, Diploma etc. as appropriate
  - P-Credential

**Application:** WIOA Application #2019828; Application Date 1/6/2015  
**Verification Item:** WIOA - WIOA Credential Verification  
**Verification Type:** Copy of Degree or Certificate

**Document Information**

\* **Document Tags:** Keywords that will be indexed with this attachment.

Burrito, Green Chili  
1234567  
License  
P-Credential

**Documents Available**

Listed below are the documents available on the selected Individual for linking. If you see a document that matches your specified criteria, choose it from the *Select* column below and click the *Link Document* button.

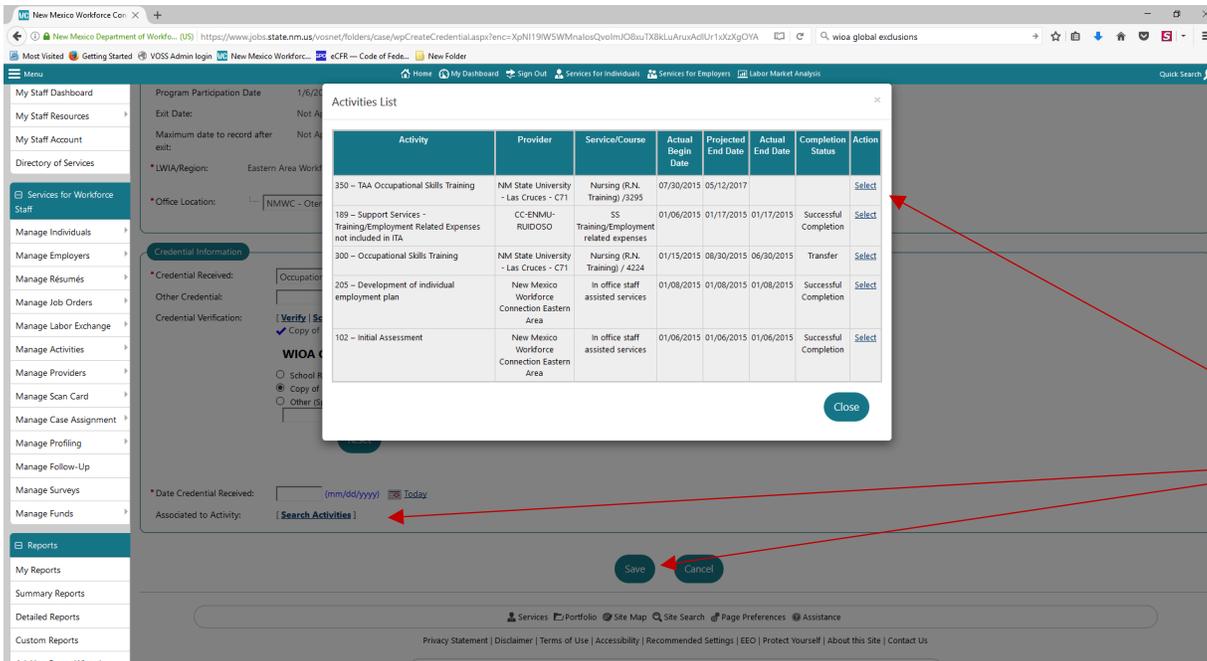
Show Filter Options (Showing all records)

Results View: **Summary** | Detailed

Click a column title to sort.  View Thumbnails

Select	Document Name	Category	Size	Modify Date	Action
--------	---------------	----------	------	-------------	--------

- G. Next tie the credential to the appropriate training activity. Click search activities below the credential received date and select the training activity that resulted in the credential and click “Save”.



5. **Measurable skills gain** is documented academic, technical, occupational or other form of progress toward the credential or employment. It is calculated as the percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skills gain (progress) toward such a credential or employment. This is to be measured for every program year that the participant receives services in.

There are five measures of documented progress:

- Documented achievement of at least one educational functioning level of a participant who is receiving instruction below the postsecondary education level;
- Documented attainment of a secondary school diploma or its recognized equivalent;
- Secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is achieving the State unit’s academic standards;
- Satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of 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 a particular occupation or progress in attaining technical or occupational skills, as evidenced by trade-related benchmarks such as knowledge-based exams.

In order to capture this information staff entry is required. The performance is calculated based on the participants’ progress as of June 30 regardless of when the participant enters training. Therefore, the data entry for this measure must be timely and accurate to ensure proper reporting. The information for customers attending different training activities have varying data entry requirements. The scenarios and entry processes

for each are specified below.

## Post-Secondary Training

Satisfactory progress for post-secondary students is defined as the successful completion of 12 credit hours in a semester for full time students or 12 credit hours in a year for part time students. For cases in which less than 12 hours is recommended by the training institution and the student enrolls in WIOA services in a semester where there is insufficient time to obtain the required 12 hours, satisfactory progress is defined as a cumulative GPA of 2.5 or higher for the total training program course work (including pre-requisites) in combination with passing grades for the semester coursework. In this case documentation from the training provider that the student is taking the recommended course load must be uploaded with the transcripts for the verification documentation. Entry instructions are provided for 3 types of post-secondary trainees.

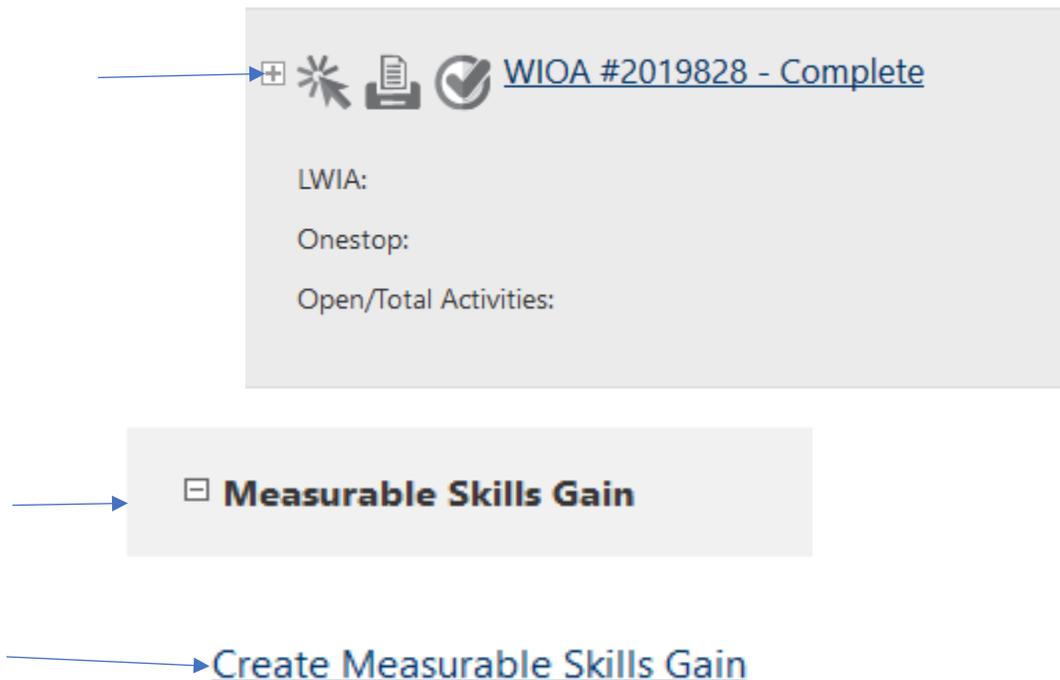
- Traditional full-time students;
- Students that attend short term occupational skills training not measured in semester hours e.g. CDL
- Part time students or students that are taking less than 12 hours at the recommendation of the training provider but can complete 12 credit hours prior to June 30; and
- Students that enroll in WIOA with an insufficient time frame to complete 12 credit hours of instruction before June 30<sup>th</sup>.

It is required that the measurable skills gain be entered for both fall and spring semester if applicable.

### **Entry processes and requirements**

#### *Traditional Full Time Students*

- For the regular full-time student upload the verification documents to the participant's electronic file. Then from the programs tab click the "+" next to the WIOA application. Next click the "+" next to Measurable skills gain then click create measurable skills gain.



- Next select the local correct local office and the following drop down selections:  
Skill type = Post-Secondary transcript/report card  
Date skill attained = the last date of the semester

Type of achievement = Completed minimum of 12 credit hours in a semester and meets academic standards.

→ \* **LWDB:**  ▾

\* **Office Location:**  ▾

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**Skill Attainment Information**

Fill in the following information for the skill achievement.

**Program:**

Workforce Innovation and Opportunity Act (WIOA) Program

\* **Skill Type:** →  ▾

\* **Date Skill Attained:** →   [Today](#)

\* **Type of Achievement:** →  ▾

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

- iii. Next verify and link the documents by selecting “other applicable documentation and then typing report card or transcript (depending on which document was obtained) in the box. Then click “Link” to attach the documents to the verification.

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

✓ Other Applicable Documentation, (specify)

**Skills Gain Achievement Type Verification**

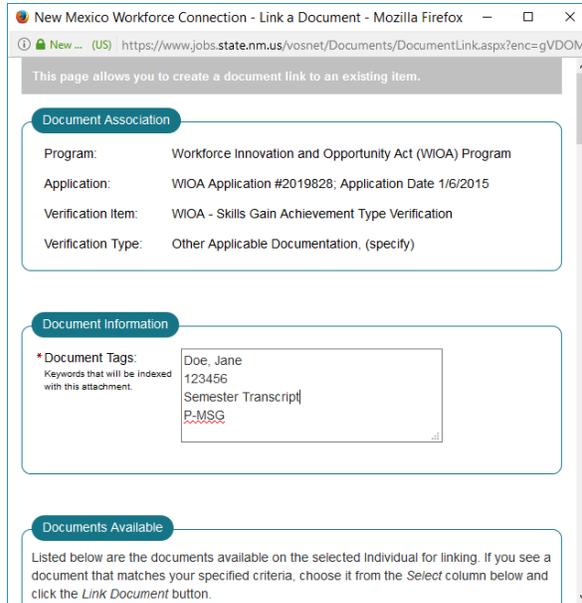
→  Other Applicable Documentation, (specify)

→

**Reset**

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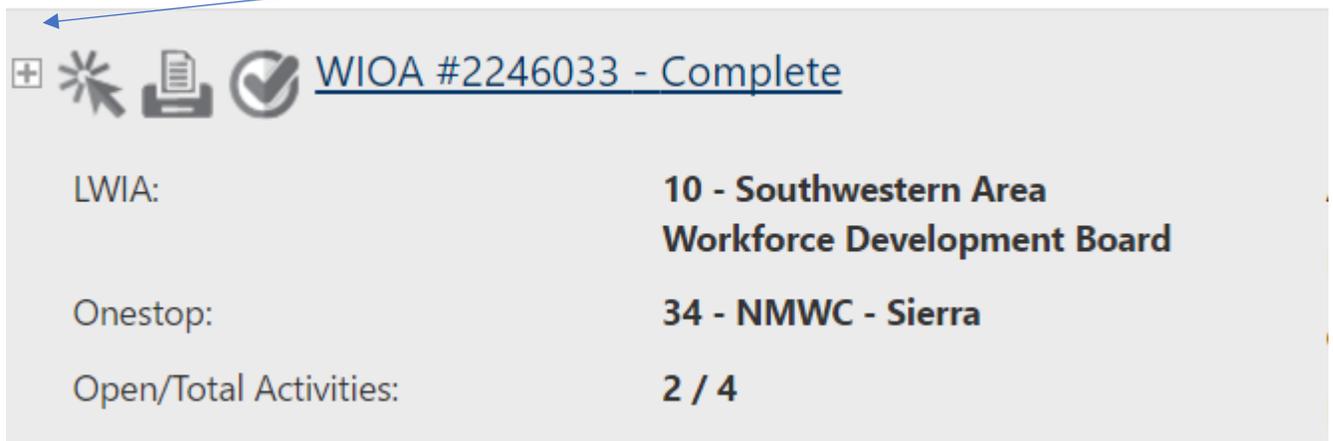
- iv. Then select the appropriate document from the available documents. The document tags will be as follows:  
Last name, first name  
SID  
Semester Transcript  
P-MSG



*Students that attend short term training not measured in credit hours or individuals that only receive assistance with exam or licensure needs.*

For students that are attending a licensure type training in a training environment that does not utilize a traditional credit hour training format or for participants that only receive assistance with licensure or certification follow the entry processes below.

- i. From the programs tab click the “+” symbol next to the WIOA application





Scroll down and click the “+” next to “Measurable skills gain then click “Create Measurable Skills Gain”.



**There are no records to display.**

ii. Select the appropriate Office, then select the dropdowns as follows:

- under skill type = Skills Progression
  - date skill attained = the date the credential was obtain or licensure exam was passed
  - type of achievement = Successfully completed a required exam for a particular occupation.
- Then the information must be verified or you will not receive credit for it. You will click verify and other applicable documentation and type licensure or certification as appropriate in the blank.

Then the information must be verified or you will not receive credit for it. You will click verify and enter the appropriate verification in the blank in the blank.

**LWDB:**

**Office Location:**

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**Skill Attainment Information**

Fill in the following information for the skill achievement. **Program:** Workforce Innovation and Opportunity Act (WIOA) Program

**Skill Type:**

**Date Skill Attained:**

**Type of Achievement:**

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

iii. Next link the documents- You will upload the license, certification, or appropriate documentation and link that document to the verification.

Click Link by the Verify then save

The document tags follow the format below.

Last name, first name  
SID  
Certification/licensure  
P-MSG

New Mexico Workforce Connection - Link a Document - Mozilla Firefox

This page allows you to create a document link to an existing item.

**Document Association**

Program: Workforce Innovation and Opportunity Act (WIOA) Program  
Application: WIOA Application #2019828, Application Date 1/6/2015  
Verification Item: WIOA - Skills Gain Achievement Type Verification  
Verification Type: Other Applicable Documentation, (specify)

**Document Information**

\* Document Tags: Doe, John  
Keywords that will be indexed with this attachment.  
123456  
Certification  
P-MSG

**Documents Available**

Listed below are the documents available on the selected individual for linking. If you see a document that matches your specified criteria, choose it from the Select column below and click the Link Document button.

*Part time students or students that are taking less than 12 hours at the recommendation of the training provider but can complete 12 credit hours prior to June 30.*

- i. For the part time student upload the verification documents to the participant's electronic file. Then from the programs tab click the "+" next to the WIOA application. Next click the "+" next to Measurable skills gain then click create measurable skills gain.



☐ **Measurable Skills Gain**

▶ Create Measurable Skills Gain

- ii. Next select the local correct local office and the following drop down selections:  
Skill type = Post-Secondary transcript/report card  
Date skill attained = the last date of the semester  
Type of achievement = Part-time student and completed as least 12 credit hours over the course of 2 consecutive semesters (summer does not count) and meets academic standards.

Workforce Innovation and Opportunity Act (WIOA) Program

\* **Skill Type:**

\* **Date Skill Attained:**

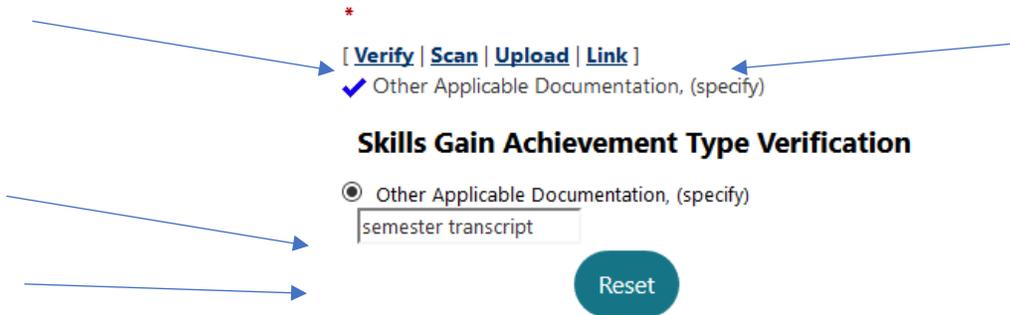
\* **Type of Achievement:**

\*  
[ [Verify](#) | [Scan](#) | [Upload](#) | [Link](#) ]  
 Other Applicable Documentation, (specify)

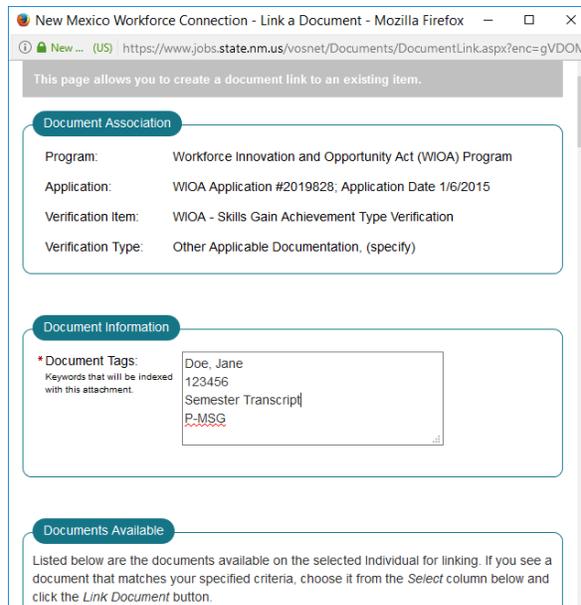
**Skills Gain Achievement Type Verification**

Other Applicable Documentation, (specify)

Next verify and link the documents by selecting “other applicable documentation and then typing report card or transcript (depending on which document was obtained) in the box. Then click “Link” to attach the documents to the verification.

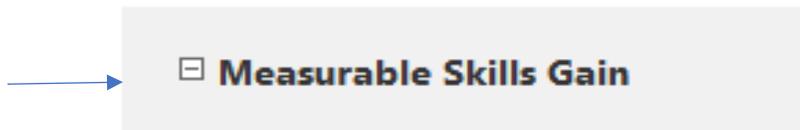
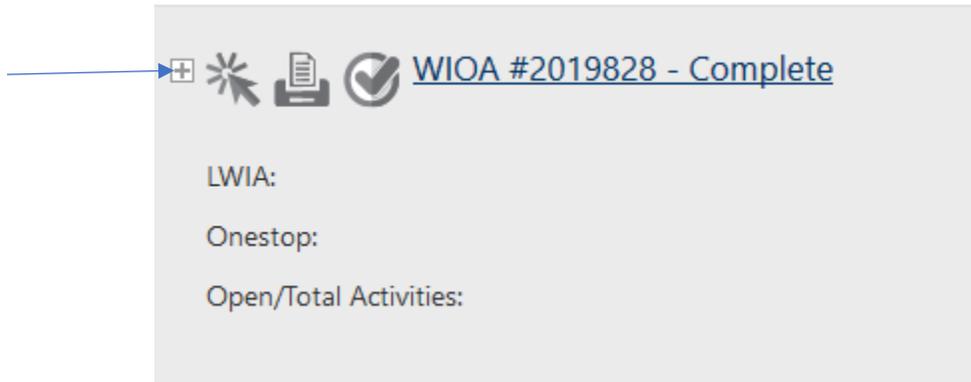


- iii. Then select the appropriate document from the available documents. The document tags will be as follows:  
Last name, first name  
SID  
Semester Transcript  
P-MSG



Students that enroll in WIOA with an insufficient time frame to complete 12 credit hours of instruction before June 30<sup>th</sup>

- i. For the part time student upload the verification documents to the participant's electronic file. Then from the programs tab click the "+" next to the WIOA application. Next click the "+" next to Measurable skills gain then click create measurable skills gain.



[Create Measurable Skills Gain](#)

- ii. Next select the local correct local office and the following drop down selections:  
Skill type = Skills Progression  
Date skill attained = the last date of the semester  
Type of achievement = Other skills progression achievement

\* Skill Type: Skills Progression

\* Date Skill Attained: 05/15/2017 Today

\* Type of Achievement: Other skills progression achievement

\*

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

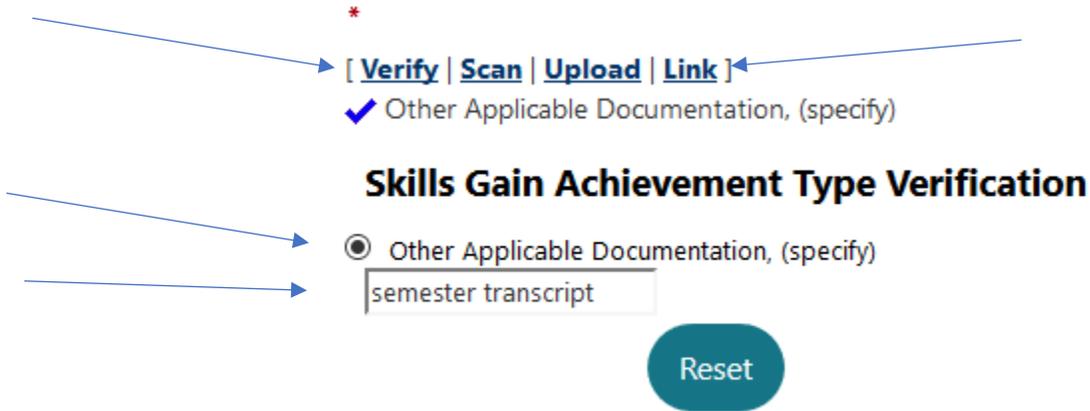
Other Applicable Documentation, (specify)

### Skills Gain Achievement Type Verification

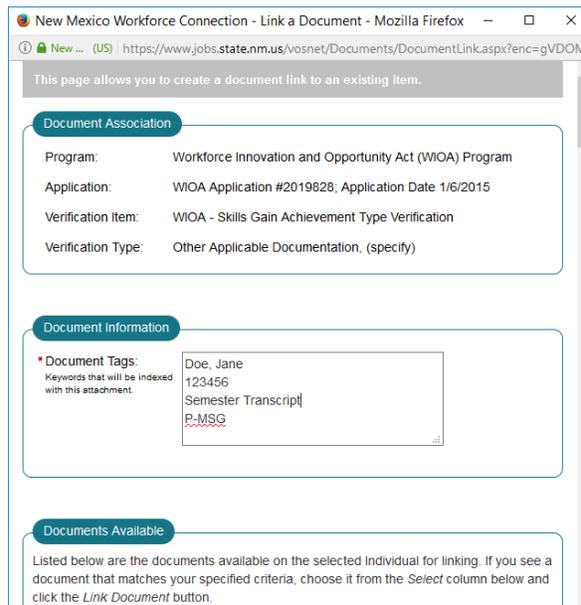
Other Applicable Documentation, (specify)

semester transcript

Verify and link the documents by selecting “other applicable documentation and then typing report card or transcript (depending on which document was obtained) in the box. Then click “Link” to attach the documents to the verification and then save.



- iii. Then select the appropriate document from the available documents. The document tags will be as follows:  
Last name, first name  
SID  
Semester Transcript  
P-MSG



## On the Job Training

The requirements for entry of data for measurable skills gains for participants receiving OJT services fall under three categories; OJT participants that do not successfully complete training, OJT participants that complete training prior to June 30 of the program year and OJT participants that do not complete training prior to June 30 of the program year. The entry requirements and processes for each are described below.

Satisfactory progress for OJT trainees is defined as successful completion of the OJT or a progress report/evaluation that contains documentation signed by the employer that states the trainee is making satisfactory progress obtaining the skills outlined in the training plan.

### **Entry Processes and Requirements**

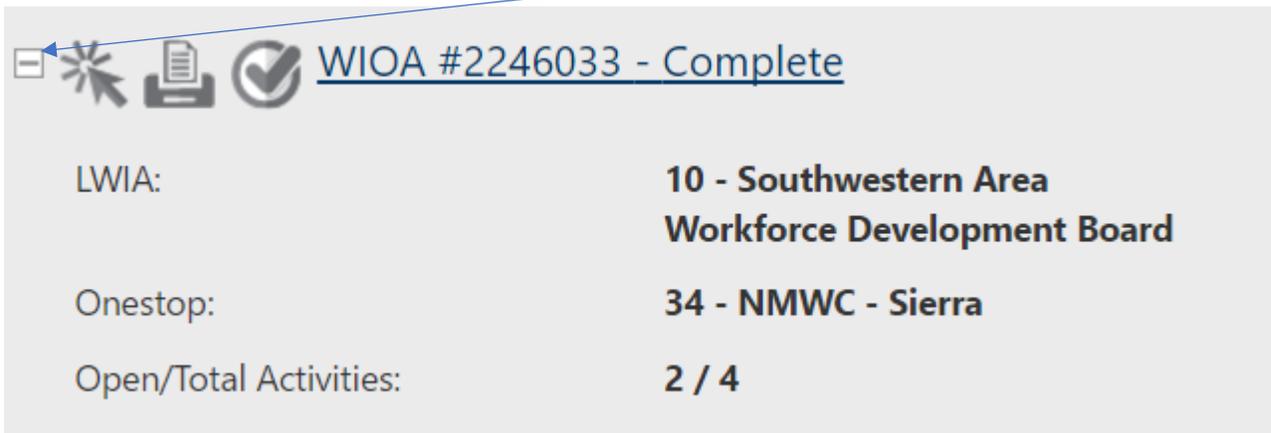
#### *OJT participants that do not successfully complete training*

For participants that do not successfully complete the OJT training, the activity should be closed as unsuccessful utilizing the last date of attendance as the completion date. There is no entry required for measurable skills gain for this group of trainees.

#### *OJT participants with contracts that complete training prior to June 30 of the program year.*

The measurable skills gain performance indicator is calculated based on progress as of June 30 regardless of when the OJT begins. The completed OJT training plan progress reports signed off by the employer as having successfully completed training are required and must be linked to the entry.

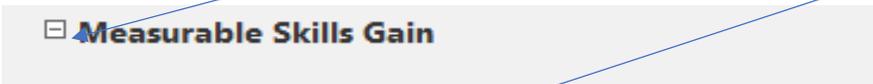
- iv. From the programs tab click the “+” symbol next to the WIOA application



WIOA #2246033 - Complete

LWIA:	<b>10 - Southwestern Area Workforce Development Board</b>
Onestop:	<b>34 - NMWC - Sierra</b>
Open/Total Activities:	<b>2 / 4</b>

- v. Scroll down and click the “+” next to “Measurable skills gain then click “Create Measurable Skills Gain”.



[Create Measurable Skills Gain](#)

**There are no records to display.**

- vi. Select the appropriate Office, then select the dropdowns as follows:
  - a. under skill type = Skills Progression
  - b. date skill attained = the completion date for the OJT training plan
  - c. type of achievement = Other skills progression achievement
  - d. Then the information must be verified or you will not receive credit for it. You will click verify and other applicable documentation and type OJT completion in the blank.

Then the information must be verified or you will not receive credit for it. You will click verify and other applicable documentation and type OJT completion in the blank.

\* **LWDB:**

\* **Office Location:**

### Skill Attainment Information

Fill in the following information for the skill achievement. **Program:**  
Workforce Innovation and Opportunity Act (WIOA) Program

\* **Skill Type:**

\* **Date Skill Attained:**

\* **Type of Achievement:**

\* [Verify](#) | [Scan](#) | [Upload](#) | [Link](#)  
 Other Applicable Documentation, (specify)

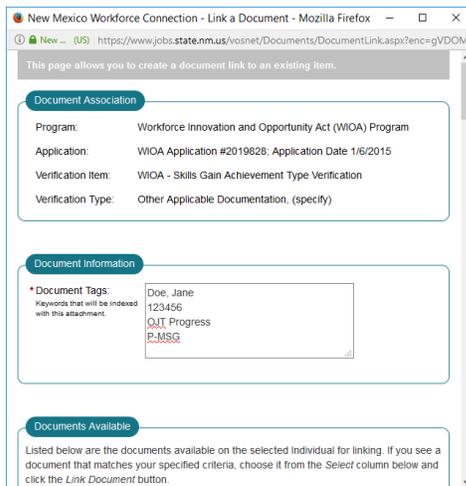
### Skills Gain Achievement Type Verification

Other Applicable Documentation, (specify)

- vii. Next link the documents- You will upload the Final Progress report and link that document to the verification.

### Click Link by the Verify

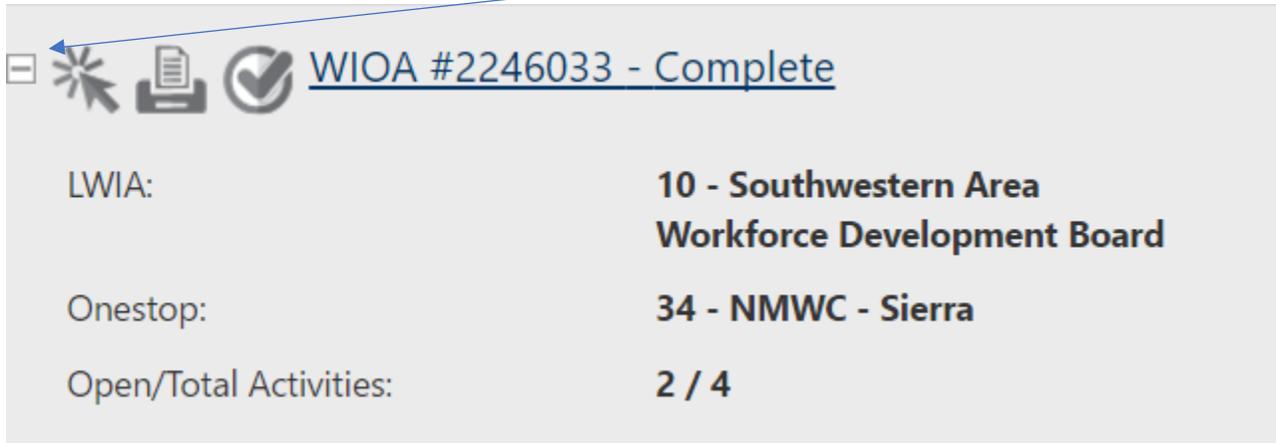
The document tags will follow the normal format for the first 2 lines then the line will say OJT progress and the 4<sup>th</sup> line will show P-MSG. Then you will link the final progress report showing successful completion of the training plan. Then link the final progress report from the documents (See below)



*OJT participants with training contracts that are not completed prior to June 30 of the program year.*

The measurable skills gain performance indicator is calculated based on progress as of June 30 regardless of when the OJT begins. Therefore, progress must be entered no later than July 29 for the June 30 training period and dated with the June 30 date. The OJT training plan progress reports signed off by the employer as achieving satisfactory training progress are required and must be linked to the entry. To enter the skills gain, follow the steps below. When the OJT is successfully completed the steps I – iv above must be completed to record completion for the measurable skills gain for the following program year.

- i. From the programs tab click the “+” symbol next to the WIOA application



A screenshot of a WIOA application card. At the top left, there is a minus sign icon, a starburst icon, a document icon, and a checkmark icon. To the right of these icons is the text "WIOA #2246033 - Complete" in blue, underlined. Below this, there are three rows of text: "LWIA: 10 - Southwestern Area Workforce Development Board", "Onestop: 34 - NMWC - Sierra", and "Open/Total Activities: 2 / 4". A blue arrow points from the instruction above to the plus sign icon.

- ii. Scroll down and click the “+” next to “Measurable skills gain then click “Create Measurable Skills Gain”.



A screenshot of a section titled "Measurable Skills Gain" with a plus sign icon to its left. Below the title is a blue, underlined link that says "Create Measurable Skills Gain". Two blue arrows point from the instruction above to the plus sign and the link.

**There are no records to display.**

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- iii. Select the appropriate office location and the from the drop-down menus select:  
Skill Type = Skills progression  
Date skill attained = 06/30/YYYY (corresponding year)  
Type of Achievement= Achieved satisfactory or better progress report toward an established OJT training milestone not previously recorded.  
Then Verify the information selecting “other applicable documentation”  
Then Type OJT progress

\* **LWDB:**

\* **Office Location:**

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**Skill Attainment Information**

Fill in the following information for the skill achievement. **Program:**  
Workforce Innovation and Opportunity Act (WIOA) Program

\* **Skill Type:**

\* **Date Skill Attained:**

\* **Type of Achievement:**

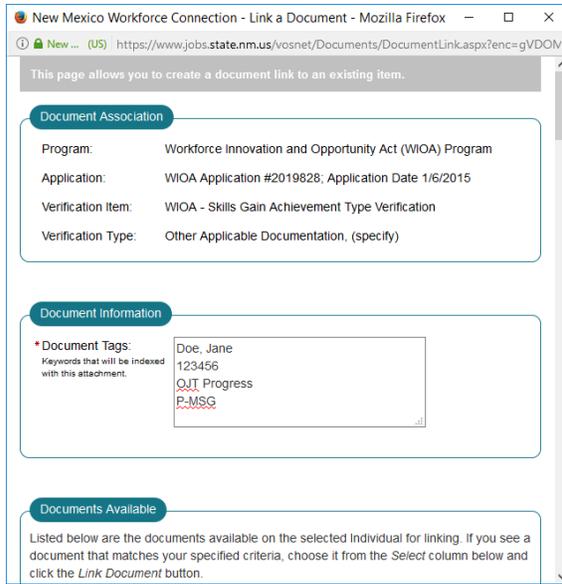
\*

**Skills Gain Achievement Type Verification**

Other Applicable Documentation, (specify)

- iv. Next link the documents  
Click Link by the Verify

The document tags will follow the normal format for the first 2 lines then the line will say OJT progress and the 4<sup>th</sup> line will show P-MSG. Then you will link the final progress report showing successful completion of the training plan. Then link the final progress report from the documents (See below)



Youth or adults attending secondary school or adult education type training for basic skills instruction, GED or HSE.

For training in one of the areas above satisfactory progress is defined as:

- Documented achievement of at least one educational functioning level (EFL);
- Documented attainment of a secondary school diploma or its equivalent (diploma);
- Secondary transcript or report card for a sufficient number of credits to show participant is achieving the State unit's academic standards (report card) or (transcript) as appropriate;
- Satisfactory or better progress report, towards established milestones, such as completion of 1 year of apprenticeship program or similar milestones from an employer or training provider who is providing training (progress report);
- Successful passage of a practice exam indicating the individual is prepared to undergo formal testing for certification (practice exam); and
- Documentation by an instructor or partner program that reflects satisfactory progress toward goals and milestones based on an internal progress assessment (internal assessment).

### **Entry Processes and Requirements**

- i. Upload the verification document based on the list above to the participant's NMWCOS file in the documents tab.
- ii. From the programs tab click the "+" symbol next to the WIOA application

**WIOA #2246033 - Complete**

LWIA:	<b>10 - Southwestern Area Workforce Development Board</b>
Onestop:	<b>34 - NMWC - Sierra</b>
Open/Total Activities:	<b>2 / 4</b>

- iii. Scroll down and click the “+” next to “Measurable skills gain then click “Create Measurable Skills Gain”.



[Create Measurable Skills Gain](#)

**There are no records to display.**

Next select the appropriate office location. Then select the skill type, enter the date skill attained and the type of achievement in the appropriate fields. The “Skill Type” and “Type of Achievement” selected will depend on the type of progress being reported. Use the guidelines below to make your selections.

- a. For students attending secondary school (high school) select skill type as “Secondary transcript/report card and the type of achievement will be report card/transcript for one semester and meets academic standards.
- b. For students participating in apprenticeship training the skill type will be “Training Milestone” and the type of achievement will be “completed 1 year of registered apprenticeship”.
- c. For the individuals that fall under the remaining categories the skill type will be “Skills Progression” and the type of achievement will be “other skills progression achievement” then you will specify the documentation type.

The type of other applicable documentation used should be from the satisfactory progress definition above. The illustration provided below is for category C above.

\* LWDB:

\* Office Location:

**Skill Attainment Information**

Fill in the following information for the skill achievement. **Program:** Workforce Innovation and Opportunity Act (WIOA) Program

\* Skill Type:

\* Date Skill Attained:

\* Type of Achievement:

\*   Other Applicable Documentation, (specify)

**Skills Gain Achievement Type Verification**

Other Applicable Documentation, (specify)

- iv. Next click “Verify” and “Other Applicable Documentation” then type the verification document type in the box provided as shown above. The document name will be what is in parentheses at the end of the definition provided in “C” above.

- v. Next link the document by clicking “Link” as shown above and then click “select” next to the appropriate document from the available documents list and click “save”.

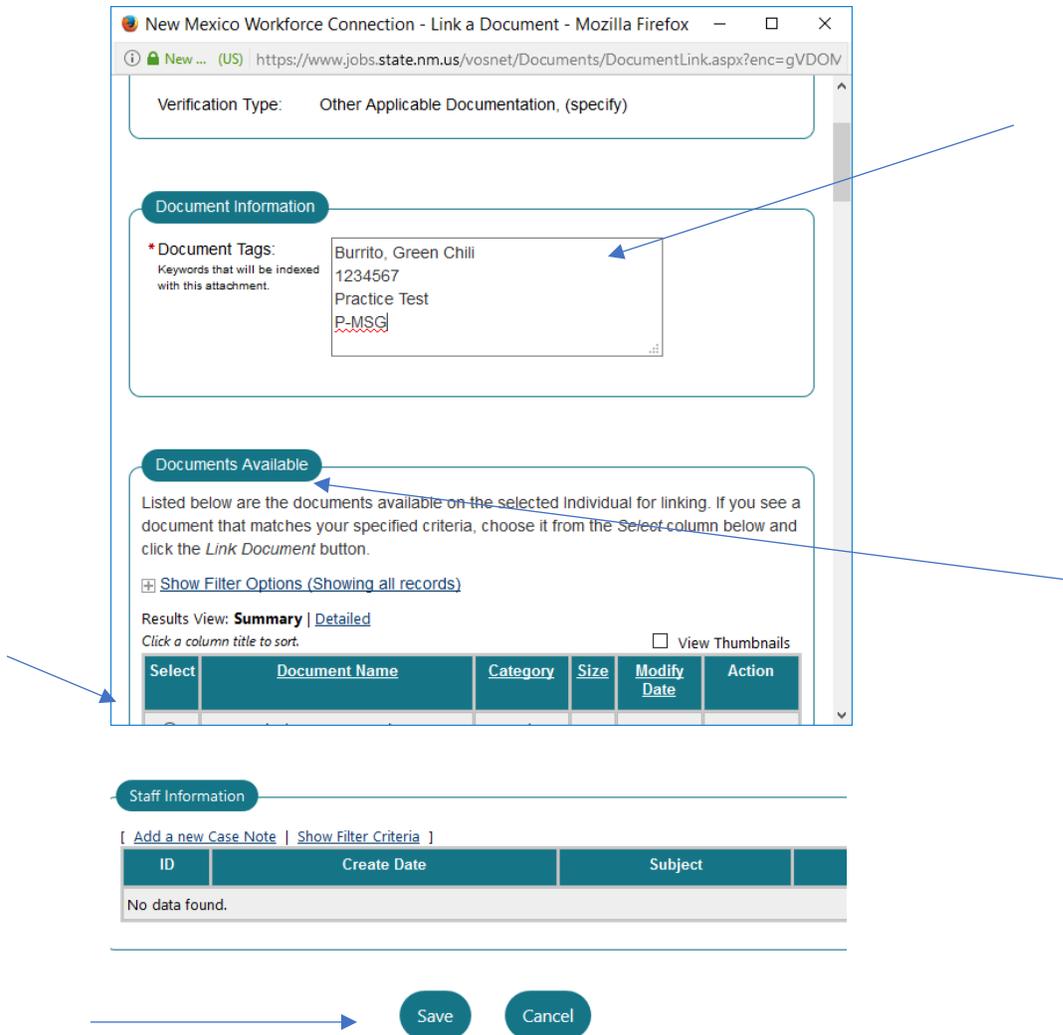
The document tags will follow the format identified below:

Last name, first name

SID

The name of the document that was used in the “other verification” box

P-MSG



- 6. Effectiveness in serving employers is calculated by the number or percentage of employers that are using the core program services out of all employers represented in the area. This information is captured at the state level and no staff entry is required.