

Adult & Dislocated Worker Performance Management

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Title IB Adult Performance Measures

Adult/DW Common Measures:

- Entered Employment
- Employment Retention Rate
- Average Earnings

LWIB Performance Standards

- Employment & Credential Rate

PY2008 Negotiated Adult Performance Standards:

<i>Adult</i>	<i>PY 2007 Negotiated</i>	<i>PY 2008 Negotiated</i>
Entered Employment	77%	79%
Employment Retention Rate	87%	88%
Average Earnings	11,500	12,000
Employment & Credential Rate	67%	70%
<i>Dislocated Worker</i>	<i>PY 2007 Negotiated</i>	<i>PY 2008 Negotiated</i>
Entered Employment	84%	85%
Employment Retention Rate	91%	92%
Average Earnings	14,500	15,000
Employment & Credential Rate	68%	70%

-
- Entered Employment
 - **Measurement Definition** – *Of those Adults/Dislocated Workers who are not employed at Registration* - The number of Adults/DW who have entered

employment by the end of the 1st Qtr after Exit, **divided by**, the number of Adults who exit during the quarter.

○ **Calculation –**

Of those not employed at registration,

**Number of Adults/ DW Participants who are employed in
the 1st Quarter after the Exit Quarter**

Number of Exiters Adult/DW Participants who exit during the Quarter

○ **Highlights**

- Excludes adults employed at registration.
- Employment at the date of participations is based on the information collected through wage records.
- Supplemental Data will be used in absence of wage records.
- Individuals who, although employed at the date of participations, have either received a notice of termination of employment or whose employer has issued a Worker Adjustment and Retraining Notification (WARN) or other notices that the facility or enterprise will close, or who are transitioning service members are considered NOT Employed at the date of participation and are included in the performance measure.

Example Notes:

- **Adult and Dislocated Worker Retention**

- **Measurement Definition** - *Of those Adults / DW who were employed in the 1st Qtr after Exit* - The number of Adults/DW employed in **BOTH** the 2nd Qtr and 3rd Qtr after Exit, **divided by**, The number of Adults/ DW who exit during the quarter.

- **Calculation** –

Of those employed in the first quarter after the exit quarter:

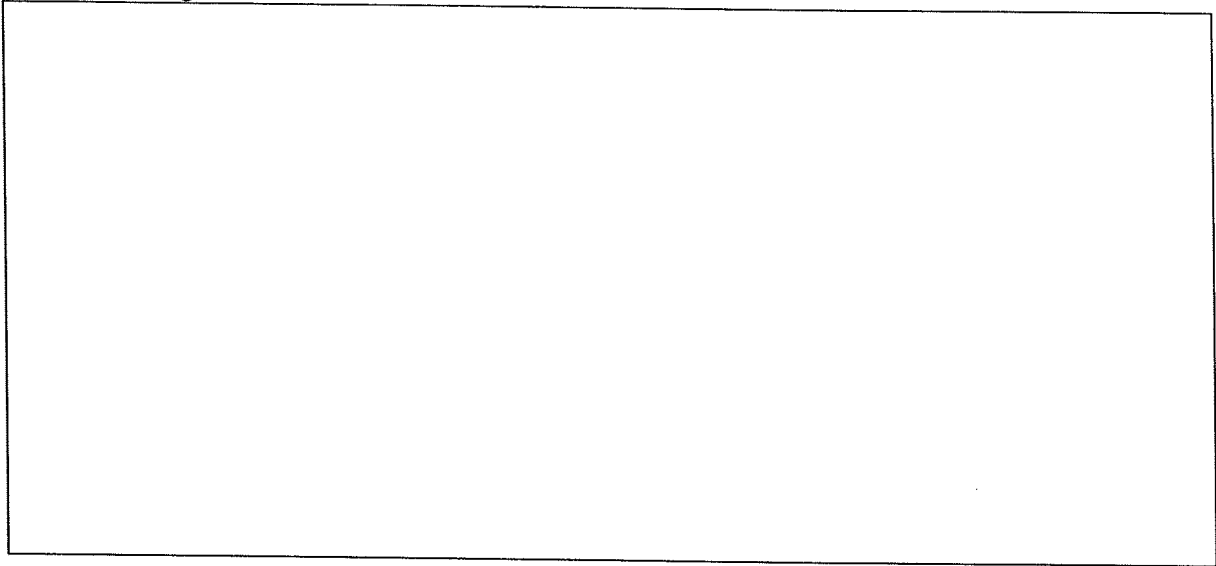
**Number of Adults/DW who are employed in BOTH
the 2nd and 3rd Quarters after Exit.**

Number of Adult/DW participants who exit from the Same Exit Quarter

- **Highlights** –

- This measure includes only those who are employed in the first quarter after the exit quarter.
- Individuals who are not employed in the 1st Quarter after the Exit Quarter are excluded from this measure.
- Employment does not have to be with the same employer

Example Notes:



- **Adult/Dislocated Worker Average Wage**

- **Definitions –**

- **Measure** - Of those adult & dislocated worker participants who are employed in the 1st, 2nd and 3rd Quarter after the exit quarter.

- **Calculation –**

Of those adults & dislocated workers who are employed in the 1st, 2nd and 3rd Quarters after the Exit Quarter...

Total Earnings in the second quarter plus the total earnings in the third quarters after the exit quarter.

Number of adult/DW participants who exit during the same quarter

- **Highlights –**

- Individuals whose employment in either the 1st, 2nd or 3rd Quarter after the exit quarter was determined solely from supplementary sources, and not wage records, are excluded from the measure.

Example Notes:

- **Adult/Dislocated Worker Employment & Credential Rate**

- **Definitions –**

- **Measure** - *Of those Adults who received training services* - The number of Adults who were employed in the 1st Qtr after Exit and received a Credential by the end of the 3rd Qtr after Exit, **divided by**, The number of Adults who exited services during the Qtr.

- **Calculation –**

Of those adults & dislocated workers who received training services and who are Employed in the First Quarter after Exit...

**Number of Adults/DW who received training services and were
employed in the 1st Quarter Exit who received a
credential/certificate/LWIB Recognized Credential**

Number of adult/DW participants who received training services.

- **Highlights –**
 - Core & Intensive Service Enrollments are Excluded.
 - Allowable Credentials Include:
 - Occupational Skills Certificate
 - License
 - Final OJT Evaluation
 - Final Customized Training Evaluation/Certificate
 - Associates Degree
 - Completion of Program/Course
 - Work Ready Certificates or Assessments are countable.

Example Notes:

**SEE TEGL 17-05 & ATTACHMENTS FOR MORE DETAILS (FOUND IN
RESOURCES SECTION OF THIS MANUAL)**

Keys to Understanding Performance – In order to understand Adult/DW Performance you must have a clear understanding of the following:

1. Point of Participation
2. Exit Definitions
3. Allowable Gaps in Service
4. When and When Not to Exit a client.
5. Performance Measurement Data Sources

1. Point of Participation

All Adult/DW who are determined WIA eligible and meet Conditions 1, 2 AND 3, below, are considered a participant in WIA and should be enrolled.

Condition 1 – Individual provides a social security number or identification number in lieu of a social security number and is given the opportunity to provide basic demographic information on age, race, ethnicity and disability status

Condition 2 - Individual Received any service beyond eligibility determination.

Condition 3- Service Provided with WIA Funds

This includes service received either at a physical location or electronically that are either fully or partially funded by WIA funds.

REFER BACK TO ENROLLMENT POLICY – SECTION 1 – PAGE 12

2. Exit Definitions -

- o **Exiter** - A participant who has not received a program or partner-funded service for 90 Consecutive Days and no future services are scheduled.

- **Exit Date** – Last Date of Service. The system will exit the client 90 days after the last service but the actual date of exit will be the date of last service.
- **Exit Quarter** – Calendar quarter containing the exit date. Example – Exit Date June 20th, 2008. Exit Quarter – Fourth Quarter PY2007.
- **Exit Cohort** – Group of individuals who exit during the same calendar quarter. Not everyone is included in each performance measure cohort.
- **“Other Exit” / Exclusions from Performance -**
 - Institutionalized
 - Health/Medical or Family Care
 - Deceased
 - Reservists called to active duty (includes National Guard)
 - Relocated to a residential or non-residential program (applies to youth only)
 - Invalid or missing SSN

3. Allowable Gaps in Service

- Three allowable circumstances, where the condition exists for at least **90 days**.
 - Delay before beginning training.
 - Health/medical condition of participant/family members.
 - Temporary move from the area that prevents participation.
- All gaps must be well documented in participant’s file and entered into KansasWorks.com.

4. When and How to Exit a client.

- Participants should be exited when the service plan/strategy is complete. If additional services are needed whether through WIA Title IB or other programs, the system should be updated so the client does not exit.
- Co-enrollment, additional partner services and/or a valid gap in service may extend the exit date.

- To allow a participant to exit; the services must be closed in the system.
If the participant is not participating in additional partner-provided services and/or other services are not scheduled the client will exit.

5. Performance Measurement Data Sources

- **Supplemental Data** – Supplemental Data may be used to demonstrate employment and retention. Pertains specifically to Entered Employment & Retention
 - **Allowable Supplement Data Includes:**
 - Documented Employer Contact
 - Employer and/or Participant Surveys
 - Case Management Notes

ALSO VISIT <http://www.spra.com/PEP/adult.shtml>
FOR ON-LINE TUTORIAL ON ADULT PERFORMANCE MEASURES

Keys to Influencing Performance

Performance Myth - Many feel that performance is managed when a client exits, while it is important to document exit status and complete all required follow-ups, performance management actually begins at enrollment.

Keys to Successful Performance

- In-depth interview at enrollment to determine adult's motivation, goals, interests and "hot" buttons.
- Develop a "trust" relationship with the participants.
- Involve other stakeholder's in the Adult's success.
- Provide services that address all barriers.
- Develop "life-long learning" attitude
- Set clear expectations with Adult.
- Address financial barriers; develop a plan and execute the plan.
- _____
- _____
- _____
- _____
- _____

Notes:

Exit

An exit occurs when a participant does not receive a program service or partner-provided service for 90 consecutive days and no future services are scheduled.

Exit Policies:

- All services will be documented in KansasWorks on a monthly basis. At minimum a client should be contacted once a month while they are participating in the program.
- Once an Employment Specialist closes all services to allow the participant to exit in 90 days the Employment Specialist should contact the participant within 30 days to ensure the client's continued placement. If the participant remains placed and does not require additional services, the Employment Specialist enters the contact as a Follow-up service and the client exits. If the participant is either no longer placed or is not happy with the placement, the Employment Specialist/Partner should provide an additional service and document in KansasWorks to prevent the client from exiting. The client remains active until a secure placement has been obtained.
- An Exit Form should be submitted once a placement has been achieved and services have been closed. Do not wait until the 90 days has passed. If the client does not actually enter due to a need for additional services, the Exit should be voided.
- If placement into employment is the primary goal, a Placement Plan will be submitted to the AAO prior to completion of the plans identified in the IEP. The placement plan will identify the services that the participant will receive in assisting his/her to find gainful employment. Those services can be provided by a One-Stop partner.
- Exit Reports on KansasWorks should be monitored on a weekly basis to ensure a participant does not wrongly exit.
- An Employment Specialist should not extend services in the system in order to prevent an exit from occurring due to poor performance concerns. If a participant

no longer wished to remain a participant, the Employment Specialist should close services, submit the exit and allow to exit from the system.

- If the participant requires additional services, past the “estimated end date” set at time of enrollment, the Employment Specialist (partner) must submit an addendum to the ISS which justifies the additional services and sets a new end date. Once approved the ES will enter the new service and/or new service dates into KW.
- Participant’s contact information must be verified at time of exit in order to successfully complete the customer satisfaction survey. An alternate contact number must be obtained at exit.