



Policy No. 005	Subject: Performance Measures
Section: IVRS Overview	Revised: 03/2020
Signature: Brandy McOmber, Resource Manager	Version: FINAL

1. DESCRIPTION

Section 116 of WIOA establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of States in achieving positive outcomes for individuals served by the workforce development system. As of July 1, 2017, IVRS is required to submit quarterly data to RSA 45 calendar days after the close of each quarter. No waivers or delay approvals are allowed under this requirement. This data must be collected at the appropriate stage of the VR process as outlined in the RSA-911 (i.e. application, IPE, achievement of outcome) in order to assure that the data is valid. VR staff must not collect the data elements at an earlier or later stage in the VR process than what is outlined by RSA.

2. DEFINITIONS

- a. **Reportable Individual:** an individual who has expressed interest in VR services or who has been referred to VR for services. Students who are receiving Pre-Employment Transition Services (Pre-ETS) from VR are considered reportable individuals. As such, staff must collect and report specific data elements on these students for purposes of the RSA-911 data collection requirements.

- b. **Participant:** a reportable individual who has been determined eligible for the VR program, has a signed IPE, and has received a VR service. The date that the reportable individual becomes a participant is the date the individual receives a service on or after the date the IPE is signed. A student with a disability receiving Pre-ETS becomes a participant once the individual applies for VR services; is determined eligible; has an approved IPE; and receives a VR service which may include additional Pre-ETS.



- c. **Exit:** a participant is considered to have exited when the participant's record of service is closed because the participant has:
 - i. Achieved an employment outcome in accordance with 34 CFR 361.43; or
 - ii. Not achieved an employment outcome; or
 - iii. Been determined ineligible after receiving services in accordance with 34 CFR 361.43.

When a case closes unsuccessfully because the individual is employed in a non-competitive integrated employment setting, those individuals are not included in the performance measures.

- d. **Period of Participation:** for all indicators, except Measurable Skills Gains, a period of participation refers to the period of time beginning when an individual becomes a participant and ends on the participant's date of exit from the program.
- e. **Secondary School Diploma:** a high school diploma recognized by a State and that is included for accountability purposes under the Elementary and Secondary Education Act of 1965 (ESEA), as amended by the Every Student Succeeds Act (ESSA). For performance purposes under the VR program, a student who receives a certificate of attendance/completion is not considered to have attained a secondary school diploma.

3. PRIMARY INDICATORS OF PERFORMANCE

The primary performance indicators include:

- a. **Employment Rate 2nd Quarter after Exit:** the percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program.
- b. **Employment Rate 4th Quarter after Exit:** the percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program.



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- c. Median Earnings in the 2nd Quarter after Exit: the median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program. Median is the number that is in the middle of a series of numbers and is not the same as the mean or the average of all numbers in the data set.

- d. Credential Attainment Rate: a credential is a secondary school diploma or the equivalent, a recognized post-secondary credential, an industry recognized certificate/certification, an apprenticeship, a State or Federal-recognized licensure, or an associate, baccalaureate, or post-graduate degree. A credential does not include work readiness certificates, workforce development board certificates, or health/safety certificates.
 - i. The credential indicator is the percentage of those participants enrolled in an education or training program (excluding those in OJT and customized training) who attended a recognized post-secondary credential or a secondary school diploma, or its recognized equivalent. The credential must be obtained during participation in or within one year after exit.

 - ii. Those individuals included are participants who exit a post-secondary program or those in secondary education without a secondary diploma or equivalent. To be included in the calculations for determining levels of performance with respect to the credential attainment indicator, the participant must be employed or enrolled in a program leading to a post-secondary credential within one year after exit from the program.

 - iii. Only one credential is counted toward the performance measure in each period of participation.

- e. Measurable Skill Gains: 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 gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment. Included in the indicator are VR participants with education or a training program that leads to a recognized

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secondary or post-secondary credential on the individual's IPE. Depending on the type of educational or training program, documented progress is defined as one of the following:

- i. Documented achievement of at least one education functioning level of a participant who is receiving instruction below the postsecondary education level.
 1. Comparison of the participant's initial educational functioning level, as measured by a pre-test, with the participant's educational functioning level, as measured by a post-test;
 2. Credits or Carnegie Units awarded by an adult high school program that leads to a secondary school diploma or its recognized equivalent;
 3. Exit from a basic education program and enrollment in post-secondary education and training during the same program year.
- ii. Documented attainment of a secondary school diploma or its recognized equivalent;
- iii. Secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting the State unit's academic standards.
 1. For secondary education, this gain may be documented through receipt of a secondary transcript or report card for one semester showing that the participant is achieving the State unit's policies for academic standards.
 2. For postsecondary education, this gain must demonstrate a sufficient number of credit hours—which is at least 12 hours per semester or, for part-time students, a total of at least 12 hours over the course of two completed consecutive semesters during the program year—that shows a participant is achieving the State unit's academic standards (or the equivalent for other than credit hour programs). Academic standards are determined by the post-secondary institution the job candidate attends and the academic standard required by the industry.

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3. Satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year on an apprenticeship program or similar milestones, from an employer or training provider who is providing training; or
 4. Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupation skills as evidenced by trade-related benchmarks such as knowledge-based exams.
- iv. Effectiveness in Serving Employers: includes two ways of measuring the level of performance. There is a shared outcome across all six core program for the State of Iowa. The two measures include:
1. Employer Penetration Rate – the percentage of employers using services out of all employers in the State. This approach is useful in determining whether the workforce system is serving a large portion of employers and are adequately meeting the workforce needs of the State.
 2. Repeat Business Customers – the percentage of employers who receive services that used core program services within the previous three years. This approach is useful in core program services within the previous three years. This approach is useful in determining whether employers who receive services are satisfied and come repeat customers. It also assesses whether the workforce system is developing and maintaining strong relationships with employers over an extended period of time.

Services are not necessarily on behalf of or for a participant. All services to a business or employees of a business are counted. Services are recorded in the Business Services Web Application located at:

<http://laborsurvey2.iowaworkforce.org/Checkbox/WIOABusinessServices-Entry.aspx>.

- f. The following includes the basis for which an individual may be excluded from the performance measures:

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- i. The participant exits the program because he or she has become incarcerated in a correctional institution or has become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center during the course of receiving services as a participant. (Reason for Exit = No longer Available, in Institution or Criminal Offender)
- ii. The participant exits the program because of medical treatment and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program. (Reason for Exit = Health/Medical)
- iii. The participant is deceased. (Reason for Exit = Death)
- iv. The participant exits the program because the participant is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days. (Reason for Exit = Reserve Forces)
- v. The participant, who was determined to be eligible for program services, is later determined not to have met the program's eligibility criteria. (Reason for Exit = Disability Too Significant to Benefit from Services)

4. EXCEPTIONS

- a. None

5. APPLICABLE FORMS/DOCUMENTS

- a. [3.13 WIOA Programs/Credential Attainment/Measurable Skills Gains](#)

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