

MASSACHUSETTS

Workforce Investment Act

WIA Communication No. 05-19

Policy Information

To: Chief Elected Officials
Workforce Investment Board Chairs
Workforce Investment Board Directors
Title I Administrators
Career Center Directors
DCS Regional Directors for Workforce Integration
DCS Associate Directors
DCS Field Managers

cc: WIA State Partners

From: Susan V. Lawler, Commissioner
Division of Career Services

Jonathan Raymond, President
Commonwealth Corporation

Date: March 9, 2005

Subject: FY2005 Quarterly Performance Summaries

Purpose: To distribute quarterly Performance Summaries by area for the Labor Exchange and WIA Title I for the FY2005 quarter ending December 31, 2004 and to announce availability of the summaries in MOSES. These reports are also included in the *Career Center Performance Reports* book distributed by mail, as announced in WIA Communication 05-16.

Of particular note is the introduction of a new, ad hoc reporting tool: *Title I Performance Review Lists* (described more fully in pages 5-13) available for local use.

Background: Beginning in the spring of 2004 the DCS Performance and Reporting Unit, working with Commonwealth Corporation, has been developing automated versions of the Labor Exchange and Title I local area performance analysis summaries.

These newly automated performance charts and reports have been tested and are now operational for local use. Automated Quarterly Performance Reports (for

the first two quarters of FY 2005) are available for Title I and the Labor Exchange. The FY 2004 Annual Report is available for Title I, only. They may be viewed or printed from the MOSES Reports menu. All future quarterly performance summaries will also be distributed by WIA Communication.

The schedule for posting quarterly performance reports in MOSES and issuing them by WIA Communication will follow the federal quarterly reporting dates:

Labor Exchange and Title I Quarter Ending Dates	Federal Report Date	MOSES Posting & Issuance Date
1 st Quarter ending September 30	November 14	November 21
2 nd Quarter ending December 31	February 14	February 22
3 rd Quarter ending March 31	May 15	May 22
4 th Quarter ending June 30	August 14	August 22
Title I Annual Report	October 1	October 22*

*Additional weeks are needed to prepare the Annual performance summaries by area for posting.

Action

Required: Workforce areas are asked to review local performance for each of the federal measures and, where performance is low, to take steps to improve performance, including the following:

- Assure that appropriate staff attend the DOL/ETA sponsored P/PV training and technical assistance sessions on Title I Adult and Dislocated Worker Performance (March 15) and on Title I Older Youth Performance (March 18) announced recently in WIA Communications 05-12 and 05-18, respectively.
- Use the *Title I Performance Review List* report to identify and follow-up on local performance issues as reflected in the quarterly performance summaries by area.

Attachments: ATTACHMENT A: Title I Performance Review List (Crystal Report)
 ATTACHMENT B: FY05 Quarter 2 Labor Exchange Performance
 ATTACHMENT C: FY05 Quarter 2 Title I Performance

Inquiries: Please email all questions to labramowitz@detma.org. Include Issuance number in the subject line.

Filing: Please file this in your notebook of previously issued WIA Communication Series Issuances as #05-19.

FY05 Quarter 2 Labor Exchange Performance

For Four Rolling Quarters Ending December 31, 2004

Cohorts Reported

- Entered Employment registrants in the 4 quarter period 01/01/2003-12/31/2003
- Employment Retention: registrants in the 4 quarter period 07/01/2002-06/30/2003

State goals for the Labor Exchange, as described in WIA Communication 04-59, are 58% entered employment rate for job seekers and 72% employment retention rate for job seekers. The goals apply to job seekers only but placement rates for subsets of jobseekers are provided below.

Labor Exchange Performance		
	Entered Employment Rate*	Employment Retention Rate*
Job Seekers	56%	78%
UI Claimants	60%	81%
<i>Veterans in the general population</i>		
Veterans	56%	78%
Disabled Veterans	48%	72%
<i>Veterans served by VETS program staff</i>		
Veterans	58%	79%
Disabled Veterans	49%	73%
<i>*Entered employment and employment retention for the Labor Exchange are based solely on wage record matching.</i>		

The Department of Labor has not clarified passing/failing levels for Labor Exchange performance. If the Title I standard of passing by achieving 80% of goal were applied, local areas would have to achieve at least a 46% entered employment rate.

Local entered employment rates for job seekers range from 49% to 64% meeting the presumed minimum passing level. Local employment retention rates range from 74% to 82% with each exceeding the goal of 72%.

FY05 Quarter 2 WIA Title I Performance

For Two Quarters Ending December 31, 2004

Cohorts Reported

- Entered Employment: Exiters 10/01/2003 - 03/31/2004
- Employed with Credential: Exiters 10/01/2003 - 03/31/2004
- Employment/Education Retention: Exiters 04/01/2003 - 09/30/2003
- Earnings Gain: Exiters 04/01/2003 - 09/30/2003
- Skill Goals Attainment: Participants in the period 04/01/2004-09/30/2004
- Diploma/GED Attainment: Exiters in the period 04/01/2004-09/30/2004

The December 2004 quarterly report reflects that Massachusetts Career Centers statewide achieved passing levels (80% of goal) on all of the Title I performance measures, and met or exceeded goals (100% or more) on a number of measures. The margin between passing and failing, however, was small (less than 90%) on three measures at the statewide level:

84% on dislocated workers earnings replacement rate;
83% on older youth employed with credential rate; and
83% on younger youth diploma rate.

At the workforce investment board (WIB) level, every area met or exceeded goals on most measures, but every area also had performance that was below 90% on one or more measures, and many achieved less than 80% on one or more measures.

WIA Title I Performance Review Lists

The Title I Performance Reports submitted to the U. S. Department of Labor each quarter are generated from the federal reporting software Data Analysis and Reporting Tool (DART) created by America’s Job Link Alliance (AJLA). Following each federal report submission a new, modified table named *cs_title1_adhoc_quarter* is created in MOSES from the DART file. The quarterly Performance Summaries by Area for Title I and for the Labor Exchange are created from this table. The “Performance Charts” are available on the MOSES “Reports” menu.

Individuals Missing from Numerator

In preparation for running the review list, it is necessary to print and review the most recent quarter’s Title I Performance Summary by Area. A sample is illustrated in *Figure 1* below, Performance Chart 1 - Adult Entered Employment Rate, the total number of Entered Employments (column H – the numerator) for the Boston area is 18. The total number of Adjusted Exiters (column E – the denominator) is 23. The numerator 18 divided by the denominator 23 produces an Entered Employment rate of 78% (column I – the rate). Five exiters (23-18 = 5) are missing from the numerator, i.e., were not found in wage matching and did not have supplemental employment (column G) entered in MOSES.

Figure 1

COMMONWEALTH OF MASSACHUSETTS WIA TITLE I PERFORMANCE MEASURES: FY05 QUARTERLY PERIOD ENDING 09/30/2004 CHART 1- ADULT ENTERED EMPLOYMENT RATE & EARNINGS IN FIRST QUARTER AFTER EXIT										
Workforce Investment Area	[B] Total Number of Exiters	[C] Medical & Other Exclusions	[D] Employed at Registration	[E=B-C-D] Adjusted Number of Exiters	[F] Number of Wage Record Matches	[G] Number of Supplemental Employments	[H=F+G] Total Number of Entered Employments	[I=H/E] Entered Employment Rate	[J] Local Performance Level Goal	[K=I/J] Percent of Local Goal
Beekshire	3	0	1	2	2	0	2	100%	74%	135%
Boston	29	1	5	23	18	0	18	78%	70%	112%
Brockton	16	2	1	13	0	0	0	0%	71%	0%

Identification and Follow-up

The *WIA Title I Performance Review List* for the Adult Entered Employment measure cited in the Boston example above would produce a list of the five (5) individuals that are missing from the numerator along with the most recent contact information found in MOSES. File review or follow-up contact with individuals may reveal that they were not matched in wage records during the first quarter after exit from Title I because they were:

- self-employed;
- employed but not yet reported in wage records by employer
- employed by the federal government or other non-wage record reporting employer; or
- employed in a state not participating in the national wage record information exchange.

Information for those determined to be working should be entered in MOSES as employment follow-up services (Month 1, 2, or 3). These participants would then be counted in the numerator for the next quarterly performance report, increasing the area's Adult Entered Employment Rate. Data entered through the end of the quarter, March 31, will appear in the May 15th performance reports.

Issues to Consider for Individuals Missing from Numerators

Note: The WIA Title I Performance Review List can be used for 12 of the 17 performance measures. Measures related to Earnings Gain and Customer Satisfaction are not addressed by this tool.

Individuals not matched in first post-exit quarter in wage records that do not have employment follow-up posted to MOSES: For records not matched in wage records, USDOL accepts supplemental information on employment status in the first post-program quarter in the calculation of Entered Employment Rate and the Employed-with-Credential Rate. USDOL also accepts supplemental information on employment status in the third post-program quarter in the calculation of Retention Rate. For Older Youth, retention in post-secondary education or advanced training are also positive outcomes; however, retention in the first and/or third post-program quarter must be entered in MOSES for these outcomes to be "credited" in the employment and retention measures.

Individuals without a credential posted to MOSES: Adults and dislocated workers who received training services comprise the base of the Employed-with-Credential Rate. All Older Youth, regardless of program activity, are subject to the Employed-with-Credential measure.

Younger Youth without wage record matches or without other MOSES status that has a positive impact on the Retention Rate: For Younger Youth not in high school at exit, retention in employment, the military, post-secondary education and advanced training will be counted as retention. Younger Youth who exit Title I while still attending high school are exempt from the Retention measure so it is important to record the attending high school at exit status in MOSES.

Younger Youth who exited without diploma/GED: Title I Younger Youth Exiters who were listed as high school students or dropouts at registration in MOSES, who exited without a diploma/GED and without being listed as still attending high school at exit, for the performance period. If any of these exiters did receive a diploma/GED within one quarter of their exit or were attending high school at exit, this information should be posted on MOSES. Adding their diploma/GED will include them in the numerator of the Diploma/GED Rate. Adding an 'Attending Secondary School at Exit' (a good possibility for many of the younger exiters) as an outcome will exclude them from the denominator of this performance measure.

Younger Youth with goals that are pending and are past their target date: The status of pending or past target date goals, which are counted as not attained in the performance measure, must be updated to 'attained' or 'not attained'.

Younger Youth who have no goals recorded in MOSES: Every Title I Younger Youth must have at least one goal established. Posting goals and their subsequent attainment information to MOSES for these participants will improve Skill Attainment performance.

How To Run Title I Performance Review Lists

In Crystal Report version 8 or higher, start by clicking on the *Lightning Bolt* on the Crystal toolbar. You will be prompted for:

- 1) Local Area, and
- 2) Performance Measure (as listed below).

The report will return a list of the exiters that are missing from the numerator of the rate calculation for the following performance measures:

Adult, Dislocated Worker and Older Youth Entered Employment

Individuals listed are those who have not been matched in wage records for the first quarter after exit, and do not have supplemental employment information entered in MOSES. Where appropriate, supplemental data may be added by entering:

- Employment Follow-up, Month 1 - 3 service.

Adult and Dislocated Worker Credential & Employment

Individuals listed are those who have not been matched in wage records for the first quarter after exit and/or have not attained a credential. Where appropriate, supplemental data may be added by entering:

- Employment Follow-up, Month 1- 3 service, or a
- General Service of Outcome/Enhancement – Attained Credential.

Older Youth Credential and Employment/Education

Individuals listed are those who have not been matched in wage records for the first quarter after exit and/or have not been retained in education in the first quarter after exit and/or have not attained a credential. Appropriate supplemental data may be added by entering:

- Employment Follow-up, Month 1 - 3; and/or
- General Service of Education Retention, Month 1 – 3; and
- General Service of Outcome/Enhancement – Attained Credential.

Adult, Dislocated Worker and Older Youth Employment Retention

Individuals listed are those who were employed in the first quarter after exit but have not been matched in wage records for the third quarter after exit. Appropriate supplemental data may be entered as:

- Employment Follow-up, Month 7 - 9 service.

Younger Youth Skill Attainment

Individuals listed are all younger youth in the cohort. Younger youth must have a minimum of one goal set per year. The Title I Registration Date is considered the date established for the first goal. Though any number of goals may be established, only the first three are counted as attained/not attained in the performance rate calculation. Youth whose rate of skill attainment (of goals attained divided by goals established) is not 100% are shown in red.

Younger Youth Diploma/GED Attainment

Individuals listed are those who exited without a high school diploma or GED and do not have an Attained Diploma or Attained GED Equivalency service posted on MOSES within one quarter of their exit. Appropriate supplemental data may be entered as:

- General Service, Outcome/Enhancement, Attained HS Diploma
- General Service, Outcome/Enhancement, Attained GED/HS Equivalency

Younger Youth Retention

Individuals listed are those who were either employed or retained in education in the first quarter after exit but are not recorded as having been retained in either employment or education in the 3rd quarter after exit. Where appropriate, supplemental data may be added by entering:

- Employment Follow-up, Month 7 - 9 service; or
- Retention, Month 7 - 9 service.

**DENOMINATOR AND NUMERATOR COLUMNS
BY MEASURE IN
TITLE I QUARTERLY PERFORMANCE CHARTS**

Chart No.	Performance Measure	Denominator Column	Numerator Column
1	Adult Entered Employment Rate	E	H
2	Adult Credential & Employment Rate	C	H
3	Adult Retention Rate	E	H
5	Dislocated Worker Entered Employment Rate	E	H
6	Dislocated Worker Credential & Employment Rate	C	H
7	Dislocated Worker Retention Rate	E	H
9	Older Youth Entered Employment Rate	E	H
10	Older Youth Credential & Employment/Education Rate	B	H
11	Older Youth Retention Rate	E	H
13	Younger Youth Skill Attainment Rate	E	F
14	Younger Youth Diploma/GED Attainment Rate	E	F
15	Younger Youth Retention Rate	E	H

SAMPLE - PERFORMANCE REVIEW LIST- SAMPLE

Adult Entered Employment Rate for Boston Period Ending 09/30/2004

Participants Not Counted in Numerator

<u>App ID</u>	<u>Name</u>	<u>Phone</u>	<u>Title I Exit</u>	<u>Empl At Exit</u>	<u>Educ At Exit</u>	<u>Crdentl</u>	<u>Empl Qtr1</u>	<u>Empl Qtr 3</u>	<u>Educ Qtr 1</u>	<u>Last Foll/Up Status</u>	<u>Email Address</u>
10393870	AXXXXXX, VIVIAN	(617) 298-9999	11/05/2003	Yes		Yes					
10458828	BXXXXXX, ELAINE	(617) 445-9999	11/21/2003	Yes		Yes				Unemployed	Elaine@aol.com
10460953	DXXXXXX, JOYCE	(617) 416-9999	10/10/2003	Yes		Yes					JOYCE@aol.com
10421864	TXXXXXX, XAU	(617) 524-9999	10/31/2003	Yes							XAU@aol.com
10524824	WXXXXXX, YUNG TAI	(617) 327-9999	10/15/2003	Yes		Yes					YUNG@aol.com

Not Found in Numerator: 5
Count in Denominator: 23
Count in Numerator: 18
Current Rate: 78.3%

Notes: For Entered Employment Rate and Credential Rate, the 1st quarter after exit applies. For Retention Rate, the 3rd quarter after exit applies.