

WIOA Performance Goals

Our Monroe County Workforce Development Board (WDB), oversees the local workforce investment system through establishing performance goals. These measures are tracked and reported to the NYSDOL and USDOL for both the use of WIOA funds and the required documentation of the achievement of performance measures, and services provided to youth through data management and validation on One Stop Operating System (OSOS).

The Navigator is expected to enter and maintain all required participant data in the OSOS, which serves as the primary reporting mechanism for local area outcomes and performance measures. The Navigator is expected to effectively manage and maintain participant records, both electronic and hard copy in an efficient timely manner. Per mandatory state guidelines, data must be entered in the OSOS system in a timely and efficient manner and **no later than five (5) business days following the actual occurrence** of activity and/or service including appropriate updates and case notes.

All WIOA enrolled youth are measured in Monroe County/RochesterWorks! WIOA performance outcomes. Based on case load, RochesterWorks! will measure and hold accountable individual Navigator's performance outcomes. Navigators funded under WIOA are accountable to meet and/or exceed the required WIOA performance measures for all youth on their case load (refer to "***Primary Indicators of Performance***" immediately below). These standards are best accomplished through a combination of formal and informal partnerships with the youth's parent/guardian, youth service providers, schools, RochesterWorks! Career Centers and employers while providing intensive case management, advocacy and appropriate referral.

Navigators are expected to develop clear strategies that generate positive performance outcomes. Each objective, activity or service must be linked to the accomplishment of one or more of the WIOA ***Primary Indicators of Performance*** referenced below.

When referenced below, "quarter" refers to specific 3-month blocks of a calendar year:

1. *January through March*
2. *April through June*
3. *July through September*
4. *October through December, each represents a quarter*

Primary Indicators of Performance TEGL 10-16, Change 1; and TEGL 26-16*

1. Employment:

The percentage of program participants who are in education or training activities, or in unsubsidized employment, during the second quarter after exit from the program (local benchmark of 73.0%).

2. Employment:

The percentage of program participants who are in education or training activities, or in unsubsidized employment, during the fourth quarter after exit from the program (local benchmark of 63.0%).

3. Median Earnings:

The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program (TEGL 10-16, Change 1; and TEGL 26-16).

4. Credential Attainment Rate:

The percentage of program participants who obtain a recognized post-secondary credential, or a secondary school diploma or its recognized equivalent (subject to program participants receiving a secondary school diploma or its recognized equivalent also obtaining or retaining employment or being in an education or training program leading to a recognized postsecondary credential within one year after exit from the program), during participation in or within one year after exit from the program ((local benchmark of 63.0%).

5. 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 skill gains toward such a credential or employment (performance benchmark to be used as a baseline indicator, as defined in (TEGL 10-16, Change 1; and TEGL 26-16).

6. Effectiveness in serving Employers:

Indicators of effectiveness in serving employers (performance benchmark to be used as a baseline indicator, as defined in (TEGL 10-16, Change 1; and TEGL 26-16).

7. CareerZone Portfolio. Goal = 75% youth participants must complete the modules necessary for a complete CareerZone portfolio. **NOTE:** RWI gives each agency the option to utilize an alternative assessment other than CareerZone with approval from RWI and/or the NYSDOL such as O*Net Online, Get MyFuture, My Skills My Future, or My Next Move.

- The intent of this measure is to provide youth with quality services. The NYSDOL impression is this can best be achieved by entering the necessary information to complete a CareerZone Portfolio. The information in the Portfolio can then help guide the youth participants career planning and/or job searches. The modules also fulfill the required Labor Market Information and Financial Literacy Education Youth program elements.
 - In most cases, CareerZone is more appropriate for youth as the content focuses on career exploration and planning. For this reason, new WIOA youth program participants should be guided towards using

CareerZone. However, NYSDOL recognizes that some youth may have created a JobZone account prior to their enrollment in the WIOA youth program. Therefore, if a youth has an existing JobZone account, they will be allowed to complete the CSI using the comparable JobZone modules outlined below.

Career Zone Module	Minimum Requirements	JobZone Equivalent (pre-existing accounts only) *
Interest Profiler	Complete and save at least one	Career Interests
Abilities	Complete and save at least one	Not applicable**
Work Importance Profiler	Complete and save at least one	Work Values
Saved Occupations	Add at least two occupations as favorites	Occupations
Budgeting	Complete and save at least one	Budget

*New users are expected to create CareerZone accounts.

**The Abilities component of the CSI is only applicable for youth using CareerZone. The Abilities module in JobZone is very rigorous compared to the Abilities checklist in CareerZone; LWDA's will not be penalized for not completing this requirement if the youth is using JobZone due to a pre-existing account.

Interim Performance Measures

Due to not all the above stated performances availability during the funded contract period, service providers should have in place “Interim Performance Measures” to track and ensure progress towards the WIOA ***Primary Indicators of Performance***. Examples of such interim measures are academic performances; attendance at school/training, activities and work; pre-and post-measures of curriculum; and formal feedback from teachers, counselors, work-site supervisors, parent or guardian, and other collaborating partners. Interim performance measures should demonstrate reasonable improvement and/or stability if the youth are to meet WIOA performance outcomes.