

A-5 WIOA Performance Goals (Updated 2026 – Final w/ CareerZone)

RochesterWorks and the Monroe County Workforce Development Board (WDB) establish and monitor performance goals aligned with WIOA federal requirements and U.S. Department of Labor guidance, including TEGL 10-16 and TEGL 23-19.

Performance outcomes are tracked through the New York State One-Stop Operating System (OSOS) and reported to NYSDOL and USDOL. Providers are responsible for achieving performance outcomes and ensuring all data is accurate, timely, and supported by source documentation, with participant files maintained in an audit-ready format at all times.

1. Data Entry & System of Record (OSOS)

All reported outcomes must be accurate, complete, and supported by source documentation, and maintained in audit-ready files in accordance with WIOA data validation requirements (TEGL 23-19).

- All participant activity must be entered into OSOS within 5 business days
- Case notes must follow the SENSE model
- Participant records must be maintained in an audit-ready format at all times
- OSOS is the official system of record for performance and compliance

2. Primary Indicators of Performance (Monroe County Benchmarks)

Providers are accountable for achieving the following WIOA Youth performance indicators:

1. Employment Rate 2nd Quarter After Exit:

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 – 69.3%

2. Employment Rate 4th Quarter After Exit:

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 – 65.5%

3. Median Earnings 2nd Quarter After Exit:

The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program. – \$4,427

4. Credential Attainment Rate 4th Quarter After Exit:

The percentage of program participants who obtain a recognized postsecondary 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 – 40%

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. – 18.2%

Benchmarks may be updated annually based on NYSDOL negotiations and local performance trends. TEGL 10-16, Change 2. TEGL 26-16 applies to the collection of supplementary employment and wage data.

3. Navigator Accountability

Navigators are responsible for:

- Managing performance outcomes across their caseload
- Linking all services to measurable outcomes
- Utilizing partnerships to improve results
- Adjusting service strategies based on participant progress
- Outreach, recruitment, and service strategies must be designed to support achievement of performance outcomes.

All services must directly support one or more WIOA performance indicators.

4. Career Exploration & CareerZone Portfolio Requirement

Providers must ensure that at least 75% of participants complete a CareerZone portfolio or an approved equivalent.

Minimum required components:

- Interest Profiler (Career Interests)
- Work Importance / Work Values
- Saved Occupations (minimum of two)
- Budgeting module

Alternative platforms (e.g., O*Net Online, My Next Move, GetMyFuture, JobZone) may be used with RochesterWorks approval.

CareerZone portfolio development must:

- Be integrated into the Individual Service Strategy (ISS)
- Inform career pathway planning, training selection, and job placement
- Be documented in OSOS with supporting case notes

This requirement fulfills key WIOA Youth program elements including Labor Market Information and Financial Literacy Education.

5. Interim Performance Measures

Providers must track participant progress prior to exit outcomes. Examples include:

- Attendance in education or training
- Work experience participation
- Skill progression and milestone completion
- Employer and partner feedback

Interim measures must demonstrate progress toward long-term WIOA outcomes.

1. Performance Priority Areas

Based on current performance trends, providers must prioritize:

- Credential attainment through training and certification programs
- Retention strategies to improve 4th quarter outcomes
- Structured education and training activities to improve measurable skill gains

2. Performance Management & Continuous Improvement

Providers must:

- Monitor performance on a monthly basis
- Implement corrective strategies when below 80% of target
- Participate in quarterly performance reviews
- Utilize data to inform service delivery decisions

Performance below expectations may result in corrective action or funding adjustments.

3. Data Validation & Compliance

All reported outcomes must be supported by documentation.

Failure to meet performance or data requirements may result in:

- Corrective action plans
- Funding reductions
- Contract termination