



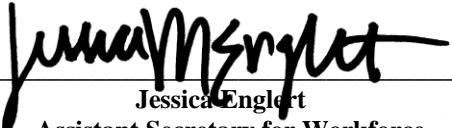
**NORTH CAROLINA DEPARTMENT OF COMMERCE  
DIVISION OF WORKFORCE SOLUTIONS**

**DWS Policy Statement Number: PS 11-2020**

**Date: September 10, 2020**

**Subject: Defining Workforce Innovation and Opportunity Act  
(WIOA) Performance Success and Failure**

**From:**

  
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Assistant Secretary for Workforce

**Purpose:** To define minimum standards that must be met for a Workforce Development Board (WDB) to successfully pass Performance in a given Program Year.

**Background:** Under the Workforce Innovation and Opportunity Act (WIOA), states are required to define standards for what constitutes Performance Success and Performance Failure. These Performance Standards cover all of the WIOA Title I and Title III programs. For the purposes of assessing Performance, the values referred to are percentages of a goal achieved. Using these figures allows for comparison across all performance indicators, even when those indicators are in different units (e.g. dollars for Median Earnings, percentage for Employment Q2).

Performance data is submitted to United States Department of Labor (USDOL) quarterly. For the purposes of determining a Workforce Development Board's (WDB's) Performance, Success or Failure is only determined on an annual, Program Year basis. The Division of Workforce of Solutions (DWS) submits final year-end data each October 1 (or the first business day following, if on a weekend). Final Program Year Performance determinations will be based on this certified annual data submission file.

To attain a Performance Success, a WDB must achieve passing levels for each of the score types below:

- Individual Indicators – 18 total scores
- An Average Program Score – 4 total scores
- An Average Indicator Score – 5 total scores

## Individual Indicator Scores

Below is a chart detailing each of the 18 individual performance indicators:

		Program			
		Title I			Title III
		Adult	Dislocated Worker	Youth	Wagner-Peyser
Indicator	Employment 2 <sup>nd</sup> Quarter After Exit	1	2	3	4
	Employment 4 <sup>th</sup> Quarter After Exit	5	6	7	8
	Median Earnings 2 <sup>nd</sup> Quarter After Exit	9	10	11	12
	Credential Attainment Rate	13	14	15	
	Measurable Skill Gains	16	17	18	

In order to be considered passing performance successfully for any individual indicator, a WDB must achieve at least 50.0% of their negotiated goal level for that specific indicator. For example, suppose WDB A has a goal of 70.0% for Title I – Adult Employment 2<sup>nd</sup> Quarter After Exit. In order to be considered as successfully passing performance for that individual indicator, WDB A must achieve an actual performance of at least 35.0% for that indicator. Two examples are shown in the charts below:

<b>WDB A Performance Example 1</b>	
Indicator:	Title I Adult Employment 2 <sup>nd</sup> Quarter After Exit
WDB Goal:	70.0%
Actual Performance:	47.6%
% of Goal Achieved:	68.0%
<b>Successful Performance?</b> (Did the WDB achieve at least 50% of their goal?)	<b>Yes</b>  68.0% of the goal was achieved, greater than the 50.0% minimum needed to be successful

<b>WDB A Performance Example 2</b>	
Indicator:	Median Earnings 2 <sup>nd</sup> Quarter After Exit
WDB Goal:	\$7500
Actual Performance:	\$3600
% of Goal Achieved:	48.0%
<b>Successful Performance?</b> (Did the WDB achieve at least 50% of their goal?)	<b>No</b>  48.0% of the goal was achieved, less than the 50.0% minimum needed to be successful.

## Average Program Scores

For each Title I and Title III program, there will be a score averaging the goal achievement levels to determine an overall score for that program. The chart below indicates the four (4) Average Program Scores that will apply to each WDB.

		Program			
		Title I			Title III
		Adult	Dislocated Worker	Youth	Wagner-Peyser
Indicator	Employment 2 <sup>nd</sup> Quarter After Exit	↓	↓	↓	↓
	Employment 4 <sup>th</sup> Quarter After Exit	↓	↓	↓	↓
	Median Earnings 2 <sup>nd</sup> Quarter After Exit	↓	↓	↓	↓
	Credential Attainment Rate	↓	↓	↓	
	Measurable Skill Gains	↓	↓	↓	
<b>Average Program Score</b>		1	2	3	4

In order to be considered passing for each Average Program Score, a WDB must average 90.0% of the goals across the program's performance indicators. For example, in order to be considered passing for the Title I – Adult Average Program Score, a Board must achieve 90.0% of the goals averaged across each of the five indicators that apply to Title I – Adult. The charts below provide two examples of how these averages are calculated.

<b>Example 1: WDB X Performance – Title I Adult Program Average</b>				
	Indicator	Actual Performance	Goal	% of Goal Achieved
Title I Adult	Employment 2 <sup>nd</sup> Quarter After Exit	74.2%	81.0%	91.6%
	Employment 4 <sup>th</sup> Quarter After Exit	72.7%	77.5%	93.8%
	Median Earnings 2 <sup>nd</sup> Quarter After Exit	\$5071	\$6100	83.1%
	Credential Attainment Rate	58.7%	67.0%	87.6%
	Measurable Skill Gains	49.9%	52.5%	95.0%
	<b>Program Average Calculation</b>		$\frac{(91.6 + 93.8 + 83.1 + 87.6 + 95.0)}{5}$	
<b>Successful Performance?</b>		<b>Yes</b> the average percentage of the goal achieved (90.2%) is greater than the 90.0% minimum required		

Example 2: WDB X Performance – Title III Wagner-Peyser Program Average				
Title III Wagner-Peyser	Indicator	Actual Performance	Goal	% of Goal Achieved
	Employment 2 <sup>nd</sup> Quarter After Exit	60.8%	72.0%	84.4%
	Employment 4 <sup>th</sup> Quarter After Exit	64.1%	73.0%	87.8%
	Median Earnings 2 <sup>nd</sup> Quarter After Exit	\$5240	\$5700	91.9%
	Credential Attainment Rate	N/A for Wagner-Peyser		
	Measurable Skill Gains	N/A for Wagner-Peyser		
Program Average Calculation		$\frac{(84.4 + 87.8 + 91.9)}{3}$		= <b>88.0%</b>
<b>Successful Performance?</b>		<b>No</b> the average percentage of the goals achieved (88.0%) is less than the 90.0% minimum required		

### Average Indicator Scores

For each of the five (5) Performance Indicators, there will be a score averaging the goal achievement levels to determine an overall score for that indicator. The chart below indicates the five (5) Average Indicator Scores that will apply to each WDB.

Indicator		Program				Average Indicator Score
		Title I			Title III	
		Adult	Dislocated Worker	Youth	Wagner-Peyser	
Indicator	Employment 2 <sup>nd</sup> Quarter After Exit	—————→				1
	Employment 4 <sup>th</sup> Quarter After Exit	—————→				2
	Median Earnings 2 <sup>nd</sup> Quarter After Exit	—————→				3
	Credential Attainment Rate	—————→				4
	Measurable Skill Gains	—————→				5

In order to be considered passing for each of the Average Indicator Scores, a WDB must have an average of 90.0% of the goal achieved across all programs for a given Performance Indicator.

For example, in order for a WDB to be considered passing the Median Earnings 2<sup>nd</sup> Quarter After Exit Average Indicator score, a Board must reach 90.0% of goal achieved, averaged across the four programs to which that indicator applies. The charts below provide two examples of how these averages are calculated.

<b>Example 1: WDB N Performance – Median Earnings 2<sup>nd</sup> Quarter After Exit Indicator Average</b>				
Median Earnings	Program	Actual Performance	Goal	% of Goal Achieved
	Adult	\$5828	\$6300	92.5%
	Dislocated Worker	\$5937	\$6800	87.3%
	Youth	\$3948	\$4200	94.0%
	Wagner-Peyser	\$5153	\$5700	90.4%
Indicator Average Calculation		$\frac{(92.5 + 87.3 + 94.0 + 90.4)}{4}$		= <b>91.0%</b>
Successful Performance?		<b>Yes</b> the average percentage of goal achieved (91.0%) is greater than the 90.0% minimum required		

<b>Example 2: WDB N Performance – Credential Attainment Rate Indicator Average</b>				
Credential Attainment Rate	Program	Actual Performance	Goal	% of Goal Achieved
	Adult	59.0%	68.5%	86.1%
	Dislocated Worker	59.3%	65.0%	91.2%
	Youth	56.7%	62.5%	90.7%
	Wagner-Peyser	N/A for Wagner-Peyser		
Indicator Average Calculation		$\frac{(86.1 + 91.2 + 90.7)}{3}$		= <b>89.3%</b>
Successful Performance?		<b>No</b> the average percentage of goal achieved (89.3%) is less than the 90.0% minimum required		

## Performance Failure

Each of the 27 scores (18 individual, 4 program averages, 5 indicator averages) is a point of failure should a WDB not reach the minimum performance noted below:

Score Type	Threshold for Passing Performance
Individual Indicators	50.0% of goal achieved or higher
Program Averages	90.0% of goal achieved or higher, averaged across all indicators for that program
Indicator Averages	90.0% of goal achieved or higher, averaged across all programs for that indicator

A first-time performance failure will result in technical assistance provided to the WDB. That technical assistance may take the form of:

- Assistance in the development of a performance improvement plan;
- The development of a modified local area plan; or
- Other actions designed to assist the local area in improving performance.

Note: Recurring performance failures and any potential sanctions or penalties that may result, will be covered in a future policy statement.

**Action:** WDBs are encouraged to monitor their performance through the use of NCWorks.gov and NCWorks Performs (FutureWorks) to assess performance against goals.

Definitions of federal performance indicators can be found, along with WIOA Title I and Title III program guidance, in TEGL 10-16, Change 1 and its included attachments ([https://wdr.doleta.gov/directives/corr\\_doc.cfm?DOCN=3255](https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=3255)).

**Effective Date:** Immediately

**Expiration:** Indefinite

**Contact:** Performance