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RIVERSIDE COUNTY  
WORKFORCE INVESTMENT BOARD

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WIA YOUTH PROGRAM  
PERFORMANCE MEASUREMENTS  
***POLICY & PROCEDURES***

Date: September 26, 2013

Number: 19-05

**PURPOSE:** This policy provides Workforce Investment Act (WIA) Youth Program Service Providers with the required procedures for documenting WIA Youth Program performance outcomes, exiting participants from the program and providing follow-up services.

**EFFECTIVE DATE:** September 26, 2013

**REFERENCES:** [WIA Section 136](#)  
Dept. of Labor Training and Employment Guidance Letter (TEGL) No. 17-05, February 17, 2006, Attachments A, B, C, D, E; Change 1 and Change 2

**LOCALLY IMPOSED REQUIREMENTS:** Locally imposed requirements are indicated in ***bold, italic*** type.

**DEFINITIONS:**  
*Advanced Training/Occupational Skills Training* – An organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. This occupational skills employment/training program, shall not funded by WIA Title I funds.

*Basic Skills Deficient* – The individual solves problems, reads, writes, or speaks English at or below the eighth grade level or is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society.

*Certificate or Recognized Credential* – A nationally recognized degree or certificate or State/locally recognized credential. Credentials include a high school diploma or recognized equivalent, post-secondary degrees/certificates, recognized skill standards, and licensure or industry-recognized certificates, including Regional Occupational Program certificates. Certificates awarded by workforce investment boards and work readiness certificates are not included in this definition.

*Date of Participation* – The first day, following a determination of eligibility, that the individual begins receiving a service funded by the program.

Exit – Program exit is when a participant does not receive a service funded by the program for 90 consecutive calendar days.

Exit Quarter – Represents the calendar quarter in which the date of exit is recorded for the individual.

Military Service – Reporting for active duty.

Out-of-School Youth – An eligible youth who is a school dropout, or who has received a secondary school diploma or its equivalent but, is basic skills deficient, unemployed, or underemployed.

Post-Secondary Education - A program at an accredited degree-granting institution that leads to an academic degree (e.g., AA, AS, BA, BS), not funded by WIA Title I funds. It does not include programs offered by degree-granting institutions that do not lead to an academic degree.

## **BACKGROUND:**

The Common Measures performance for youth has been defined to reflect the comprehensive services, linkages between academic and occupational learning, and flexibility in program design that are called for under WIA. Great emphasis is placed on providing a continuum of services for youth to achieve multiple outcomes. Effective program implementation by Partnerships, at a minimum, will be measured by their ability to achieve the desired outcomes.

## **POLICY:**

*Each partnership must demonstrate its ability to establish a system to obtain, document and report performance data for its youth as required by WIA. The performance levels established in each Partnership's contract are in accordance with the established state rates for the Riverside County Local Workforce Investment Area (LWIA). The Riverside County Workforce Investment Board (WIB) and the Council for Youth Development (CYD) may establish additional measures to evaluate program effectiveness in the future.*

## **OVERVIEW**

There are three Common Measure indicators of performance for youth. The performance measurements are differentiated between two groups – In-School Youth (ISY) and Out-of-School Youth (OSY). Youth are included in the measure that applies based on whether they are in post-secondary education or employment at the date of participation; whether they are enrolled in education at the date of participation or at any point during the program; and whether they are OSY who are basic skills deficient. The three Youth Measures are as follows:

- **Placement in Employment or Education** – Youth participants who are in employment (including the military) or enrolled in post-secondary education and/or advanced training/occupational skills training in the first quarter after the exit quarter.
- **Attainment of a Degree or Certificate** – Youth participants who attain a diploma, GED, or certificate (recognized credential) by the end of the third quarter after the exit quarter.
- **Literacy and Numeracy Gains** – Youth participants who increase one or more educational functioning levels.

## **CALCULATING PERFORMANCE MEASURES**

Performance measures are calculated and reported by quarters within the program year. The program year

for WIA funds begins in July and ends in June. The quarters are as follows:

July – September

October – December

January – March

April – June

The Performance Measures Percentages are calculated by using the following formulas:

- **Placement in Employment or Education**

*Of those who are not in post-secondary education or employment (including the military) at the date participation:*

The number of youth participants who are in employment (including the military) or enrolled in post-secondary education and/or advanced training/occupational skills training in the first quarter after the exit quarter, **divided by**, the number of youth participants who exit during the quarter.

- **Attainment of a Degree or Certificate**

*Of those enrolled in education (at the date of participation or at any point during the program):*

The number of youth participants who attain a diploma, GED, or certificate (recognized credential) by the end of the third quarter after the exit quarter, **divided by**, the number of youth participants who exit during the quarter.

- **Literacy and Numeracy Gains**

*Of those out-of-school youth who are basic skills deficient:*

The number of youth participants who increase one or more educational functioning levels, **divided by**, the number of youth participants who have completed a year in the program (i.e., one year from the date of first youth program service) plus the number of youth participants who exit before completing a year in the youth program.

All youth assessed to be in need of basic skills, (e.g., Literacy, Numeracy), must have that addressed first in their individual service plan. Work readiness skills and/or occupational skills can be addressed concurrently in the individual service plan. Completion of these desired outcomes must be scheduled for no later than one year. The date of completion can only be extended if the participant has a planned gap in service where they are placed in a 'hold status,' in which the youth is not receiving services but plans to return to the program. The 'clock' for the completion date stops when youth are placed in a hold status and resumes once the youth is no longer in a hold status.

The number of Common Measure planned outcomes, per youth, will vary based upon the individual needs of the youth. Each youth enrolled in the WIA youth program must have at least one planned outcome.

Program Providers **do not** receive credit for placing a youth in employment, post-secondary education, advanced training, or military at the time of program exit. The Placement Measure focuses solely on placing youth during the first quarter after the exit quarter. A successful

outcome indicates that youth were placed in one of the aforementioned placement activities during the first quarter after the exit quarter. However, Program Providers are encouraged to exit youth while they are in a placement activity, and to provide strong follow-up services in order to assist them with retention by the first quarter after exit. This does not mean that youth have to remain employed with the same business. *Example: A youth who is employed with 'Company X,' at the time of program exit and is employed with 'Company Z,' during the first quarter after exit is counted as a successful outcome.*

## **PROCEDURES**

### **DOCUMENTATION OF PERFORMANCE OUTCOMES**

- **Placement in Employment or Education** – Program providers are required to collect documentation to verify that *applicable* youth participants have been placed in employment (including the military) or enrolled in post-secondary education and/or advanced training/occupational skills training in the first quarter after the exit quarter. Acceptable documentation includes the following: Copy of Current Paystub; Copy of Current Employer Verification Form; Copy of Military Enlistment; Copy of Current Advanced Training Enrollment; Copy of Current College Enrollment/Class Schedule. Program providers may refer to forms YOUTH 448-17 & YOUTH 448-51 for additional guidance. (Refer to <http://rivcoworkforce.com>, Program Resources Section, to access Youth Program forms.)
- **Attainment of a Degree or Certificate** – Program providers are required to collect documentation to verify that *applicable* youth participants have attained a diploma, GED, or certificate (recognized credential) by the end of the third quarter after the exit quarter. Acceptable documentation includes the following: Copy of Diploma, Copy of GED, Copy of Degree, Copy of Transcripts with Graduation Date, Copy of NRF Certificate, Copy of Other Recognized Credential, Written Verification (on Letterhead) from School/Agency Awarding Diploma, GED, Degree, Certificate, or other Recognized Credential. Program providers may refer to form YOUTH 448-17 & YOUTH 448-51 for additional guidance. (Refer to <http://rivcoworkforce.com>, Program Resources Section, to access Youth Program forms.) Program Providers should make every effort to ensure youth obtain their diploma, GED, degree, certificate or recognized credential prior to program exit.
- **Literacy and Numeracy Gains** – Program providers are required to collect documentation to verify that *applicable* youth participants have increased one or more educational functioning levels. Acceptable documentation is the following: Copy of the CASAS Pre-test Form, along with a Copy of the CASAS Post-test Form and a completed Form YOUTH 448-54. Program providers may also refer to Policies 19-01 & 19-02 for additional guidance. (Refer to <http://rivcoworkforce.com>, Program Resources Section, to access Youth Program policies and forms.)

The County will utilize monthly Management Information Systems (MIS) reports, Rivcojobs reports and quarterly performance reports to evaluate program providers' performance throughout the term of their Agreement.

Furthermore, in order to insure active engagement and continuous support for each participant, program providers must also conduct 30-day, 60-day, and 90-day activity/contact reviews. These reviews must be documented in the Rivcojobs, online system. Program providers must insure and verify that this contact occurs within one week of the conclusion of the contact period, (30-days, 60-days, 90-days). Youth Center staff are required to document specific effort(s) made to contact and follow-up with participants, (e.g., telephone contact and results; attempted telephone contact with no answer; voice mail message on home or cell number in file; use of social media; attempted telephone contact at all alternate numbers in file; use of text message; use of email; use of postcard). *The expectation is that regular contacts will also prevent any gaps in services, (90-days with no activity), as this indicates an automatic program exit. (Please refer to Program Exit section for additional information.)*

### **YOUTH EXCLUDED FROM PERFORMANCE MEASURES**

Youth who exit the program because they are incarcerated, institutionalized, deceased or have a health/medical condition that prevents them from program participation are excluded from all program measures. Please refer to the Program Exit section below for guidance on what paperwork is required and how to process this type of exit properly.

### **PROGRAM EXIT**

Program Providers will be responsible for exiting youth who have completed all planned services or who have not participated in any WIA-funded or non-WIA funded partner services for 90 days, except for those who have a planned gap in services. Participants who have not completed their planned services and have not participated in any WIA-funded or non-WIA funded partner services for 90 days or more are considered **soft exits**.

Participants who have a **planned gap in service** of greater than 90 days should not be considered as a soft exit if the gap in service is due to a delay before the beginning of training or a health/medical condition that prevents an individual from participating in services. Program Providers must document any planned gap in services in the case notes specifying the reason for the gap and the date the youth will resume participation.

To exit youth who have successfully completed their planned services, Program Providers must complete and submit to MIS:

- WIA Youth Program Exit Checklist (YOUTH 448-51)
- Literacy/Numeracy Gain Checklist (YOUTH 448-54) and Copy of the Post-Test, if applicable
- Exit Form
- Copies of required documentation
- Copy of Individual Service Strategy – ISS (YOUTH 448-20) with closed out activities

(Refer to <http://rivcoworkforce.com>, Program Resources Section, to access Youth Program forms.)

*Program Providers are also responsible for reviewing the file Case Notes for proper documentation.*

When feasible, Program Providers are strongly encouraged to exit youth in the last month of a quarter. This

will shorten the period of time Program Providers must track youth in an activity to obtain the performance outcomes.

Program Providers will complete and submit to MIS the forms listed above for youth who have not completed their planned activities and have not participated in any activities for 90 days. The submission of the forms should not be done until 90 days have expired. However, the exit date is the date of the last activity.

### **FOLLOW-UP SERVICES**

**It is mandatory that all youth, regardless of the type of exit, receive follow-up services for a minimum of 12 months after program exit.** The 12-month period begins the day after the program exit date. Follow-up services include activities that keep youth actively engaged and support youth with meeting the performance expectations. Follow-up activities need not be resource intensive. Program Providers are encouraged to take advantage of existing activities and community resources. Examples of follow-up activities include but are not limited to:

- Job Shadowing
- Career Exploration Activities
- Peer support Group Meetings
- Individual Counseling Sessions
- Support Services
- Periodic Telephone Calls
- Job Fairs or other Career Related Activities
- Leadership Development Activities
- Adult Mentoring
- Retention services to retain youth in Employment, Post-Secondary Education or Advanced Training

Program Providers will develop a Post Program Follow-up Plan to document and track activities the youth will participate in during the follow-up period. The Follow-up Plan is a part of the Individual Service Strategy (ISS).

Follow-up Plans are to be developed at the time the youth is exiting the program. Program Providers should involve youth in the development of the plan. However, Program Providers should not inform youth that they are exiting the program as this may cause the youth to disconnect from the program and not participate in the planned follow-up activities. Program Providers should maintain bi-weekly contact with the youth and make revisions to the follow-up plan, as appropriate.

*Program Providers will not be required to develop a Follow-up Plan for youth they have lost contact with or who they know have moved out of the area.* However, Program Providers will be responsible for continuing to make attempts to locate and/or communicate with those youth. Documentation of these efforts must be noted in the case file on a quarterly basis, for the duration of the required 12-month, follow-up period.

During the 12-month follow-up period, Program Providers will complete the Follow-Up form on a quarterly basis. Program Providers must complete and submit the Follow-Up form to MIS, along with any pertinent performance outcome documentation by the 15th of the month after each quarterly follow-up period.

### **TRACKING PERFORMANCE MEASUREMENTS**

Essential to ensuring youth obtain the desired outcome(s) is the ability to track outcomes on a quarterly basis. Tracking performance measurements can be challenging. To assist Program Providers, a Performance Outcomes Tracking Worksheet has been developed as part of the ISS post program follow-up. Program Providers are required to initiate the Performance Outcomes Tracking Worksheet at the time of program exit. It will be used to track the youth's outcomes in the quarters following program exit. It is critical to track activities of youth throughout the follow-up period to ensure desired outcome(s) are achieved in the reporting quarter. The tracking sheet shall be maintained in the participant file.

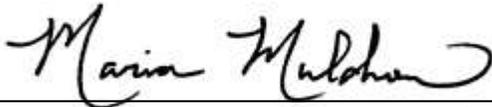
### **INQUIRIES:**

Please direct any questions or concerns regarding this Policy and Procedures to EDA Workforce Development Division's Operations Unit.

### **REVISION HISTORY:**

Revision Dates: 09/26/13

Original Policy Date: 04/18/02



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Maria Muldrow, Community Partnerships Manager