

**SOP 19-02**  
**Workforce Innovation and Opportunity Act**  
**State Performance Metrics**  
**Standard Operating Procedures**  
**Grow Southwest Indiana Region 11**  
**Approval Date: 01/25/2019**

**Purpose**

To establish and provide guidance to the Workforce Development Boards (WDBs) on additional performance metrics beyond the federally required indicators of performance for Title I programs.

These additional metrics will be referred to as “state performance metrics.” In order to improve the efficacy of Indiana’s workforce development system, the Governor may use reserve funds authorized by WIOA to provide grants to regions that demonstrate exemplary performance.

**Rescission**

None

**Action**

DWD Policy 2018-02 State Performance Metrics will be implemented in Region 11 as SOP 19-02.

## Content

DWD will work with the WDBs to set state performance metric targets for each region.

### *State Performance Metrics*

#### **Engagement Rate**

Percentage of individuals in a region that are meaningfully engaged by the workforce system in comparison to the total number of unemployed and underemployed individuals in the region. To determine the engagement rate:

- Numerator = Total number of WIOA, Wagner-Peyser, Trade Adjustment Assistance (TAA), and Jobs for State Veterans (JVSG) performance participants in a region who receive a service plus all individuals who sign in through VOS greeter each month. (Data source: ICC)
- Denominator = Total number of unemployed and underemployed individuals in a region. (Data source: Local Area Unemployment Statistics (LAUS))

The engagement rate will be accessible to the regions on a monthly basis. The regional targets for this metric will be an annualized rate.

#### **Job Connectedness Rate**

Percentage of WIOA and Wagner-Peyser performance participants who are in unsubsidized employment during the first quarter after exit from the program (Data source: ICC, Unemployment Insurance Wage Data). To determine the job connectedness rate:

- Numerator = WIOA and Wagner-Peyser performance participants who are in unsubsidized employment during the first quarter after exit from the program (Data source: ICC, Unemployment Insurance Wage Data)
- Denominator = All WIOA and Wagner-Peyser performance exiters during the applicable timeframe (Data source: ICC)

The Job Connectedness rate will be determined by program (WIOA Adult, Dislocated Worker, Youth, and Wagner-Peyser) and accessible to the regions on a quarterly basis. The regional targets for this metric will be an annualized rate.

#### **Wage Change**

Median wage change for WIOA and Wagner-Peyser performance in a region who are in unsubsidized employment during the second quarter after exit from the program. To determine the median wage change for WIOA and Wagner-Peyser performance participants:

- Wages Post-Exit: Second quarter after exit from the program (Data source: ICC and Unemployment Insurance Wage Date) *subtracted by*
- Wages Prior to Participation: at least two but not greater than four quarters prior to first point of participation for the most recent, active case (Data source: ICC and Unemployment Insurance Wage Data)

The median wage change metric will be determined by program (WIOA Adult, Dislocated Worker, Youth, and Wagner-Peyser) for all applicable participants and accessible to the regions on a quarterly basis. The regional targets for this metric will be an annualized amount.

***Process/Timeline***

DWD negotiated with each WDB December 2-21 to set performance targets for each metric.

Region 11 has negotiated the following with DWD:

Performance Indicator	PY 2018 Negotiated Level
<b>Client Engagement Rate</b>	14.5%
<b>Job Connectedness Rate</b>	
Adult	76%
Dislocated Worker	80%
Youth	68%
WP	TBD
<b>Wage Change Rate</b>	
Adult	+\$1500
Dislocated Worker	+\$1
Youth	\$5600
WP	TBD

In order to capture real-time employment data for performance targets, DWD issued Technical Assistance (TA) 18.01 that requires employment data be recorded at the time of case closure. This will ensure timely reporting of employment outcomes due to the time delay of federally reported data.

The closure screen must be completed for each program in which the client is being served. Detailed and verified information must be provided and supported with a case note.

**Effective Date**

Immediately

**Ending Date**

Upon rescission



**INDIANA**  
DEPARTMENT OF  
**WORKFORCE**  
DEVELOPMENT

Eric J. Holcomb, *Governor*  
Frederick D. Payne, *Commissioner*

January 3, 2019

Chairwoman Makenzie Coulter:

Thank you for negotiating state performance metric targets with DWD staff in recent weeks. These new metrics and targets will help improve the efficacy of Indiana’s workforce development system.

The following represent your region’s negotiated target values for each of the three state performance metrics, which will be annual in application and effective as of January 1, 2019:

Engagement	Job Connectedness	Target (%)	Wage Change	Target (\$)
14.5%	WIOA-Adult	76%	WIOA-Adult	\$1500
	WIOA-DW	80%	WIOA-DW	\$1
	WIOA-Youth	68%	WIOA-Youth	\$5600
	Wagner-Peyser	71%*	Wagner-Peyser	\$300*

*\*Wagner-Peyser values represent statewide targets and are for reference only.*

Please be mindful that these targets may be revisited and renegotiated after the first two quarters of calendar year 2019 as more data is collected to inform this process.

Our department will provide you with an online dashboard, so you and your board may view your performance for both federal and state metrics. This dashboard will be updated on a quarterly basis.

Please contact me or DWD Policy at [policy@dwd.in.gov](mailto:policy@dwd.in.gov) with any questions about the state performance metrics.

Respectfully,

Fred Payne  
Commissioner  
Indiana Department of Workforce Development

**CC: Jim Heck & Kay Johnson**