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Client Service Memorandum 2018-01

TO: All Client Service Staff

FROM: Emily Stirling, Policy Coordinator

Authorized By: Aaron Thompson, Rehabilitation Services Director

SUBJECT: WIOA Common Performance Measures

Date Issued: January 4, 2018

Date Effective: January 4, 2018

PURPOSE

The purpose of this Client Service Memorandum is to provide policy clarification and guidance regarding the Workforce Innovation and Opportunity Act (WIOA) Common Performance Measures Credential Attainment and Measurable Skill Gain. The guidance provided in this memo supersedes any prior directives.

POLICY

The WIOA Common Performance Measures for Credential Attainment and Measureable Skill Gains will be reported to the Rehabilitation Services Administration quarterly. VR Counselors will record Credential Attainments and Measureable Skill Gains that occur in conjunction with a training goal agreed to in the Individual Plan for Employment. Third party documentation of Credential Attainment and Measurable Skill Gain must be included in the client record in conjunction with updating the appropriate section of the AWARE education data page.

PROCEDURE

Credential Attainment

Credential Attainment is a WIOA Common Performance Measure that documents the successful completion of an industry recognized diploma, degree, certificate, certification or licensure. Credentials attained should correspond to the training goals identified on the client's IPE. Record of Credential Attainment should be documented on the Education Page in AWARE as the credentials achieved. The date of Credential Attainment should correspond to the date the credential was awarded or the last date of attendance (if credential award date is not available). Vocational Rehabilitation (VR) Counselors should record Credential Attainment throughout the life of a client's case and up to 365 days after the client record is closed.

The following educational achievements that should be recorded as Credential Attainment are:

1. High School Diploma or General Education Diploma(GED) awarded by a secondary school or Adult Education Program. Note: Special Education certificates are not considered a Credential Attainment.
2. Associate's Degree
3. Bachelor's Degree
4. Graduate Degree



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5. Occupational Licensure

License refers to a credential awarded by a licensing agency based on predetermined criteria. Occupational Licensure is awarded by a public regulatory agency that awards a credential or license necessary to obtain employment in a particular profession or occupation. The criteria for licensure may include some combination of degree attainment, certifications, certificates, assessment, apprenticeship programs, or work experience. Licenses are time-limited and must be renewed periodically. Examples include federal aviation administration aviation mechanic license, and licenses awarded by the Division of Occupational and Professional Licensure (<https://dopl.utah.gov>)

6. Occupational Certificate

Certificates are educational in nature recognizing successful completion of a program of study (such as Career and Technical Education (CTE) certificates) or occupational certificates for completing a Registered Apprenticeship. Occupational certificates are awarded by an education institution based on completion of all requirements for a program of study, including coursework and test or other performance evaluations. Certificates are typically awarded for life (like a degree). Certificates of attendance or participation in a short-term training (e.g. 1 day) are not in the definitional scope for educational certificates. Certificate programs recognized for Credential Attainment by USOR are programs that are at least 100 hours or one month in length.

7. Occupational Certification

Occupational certification is a credential awarded by a certification body based on an individual demonstrating through an examination process that he or she has acquired the designated knowledge, Skill, and abilities to perform a specific job. The examination can be either written, oral, or performance based. Certification is a time limited credential that is renewed through the re-certification process.

8. Other recognized certificate of industry/occupational Skill

Certificates recorded as Credential Attainment must be industry/occupations specific rather than general certificates that apply across industries. Examples of certificates that are occupation/industry specific include Welding, Medical Assisting. Examples of certificates that do not count as Credential Attainment include: safety, hygiene, life Skill, forklift driving, etc, because although these Skill are required for employment, they are not specific to an industry or occupation. Certificates must also be recognized industry-wide and thus excludes certificates awarded by employers or customized training programs.

Prior to recording Credential Attainment in AWARE, VR Counselors should obtain third party documentation of Credential Attainment and save the documentation in AWARE. USOR accepts third party verification of Credential Attainment from the following entities:

1. Public Career and Technical Education Facilities
2. Higher Education Institutions and programs eligible to participate in the Federal student financial aid programs. This includes community colleges and universities both public and private and programs that are FAFSA eligible.
3. Higher education institutions that are formally sanctioned or chartered by the governing bodies of Native American Tribes.
4. The Office of Apprenticeship

5. A professional industry, employer organization or product manufacturer/developer using a valid reliable assessment of an individual's knowledge, Skill and abilities. Examples include Microsoft It Professional (MCITP), National Institute for Metalworking Skill, Inc., Machining Level I credential.
6. A public regulatory agency which awards a credential or license that is necessary to obtain employment in a particular profession or occupation. Examples include federal aviation administration aviation mechanic license, licenses awarded by the Division of Occupational and Professional Licensure (DOPL) (<https://dopl.utah.gov>)
7. Programs approved by the Department of Veterans Affairs to offer education benefits
8. Job Corps

Measurable Skill Gain

Measurable Skill Gains are milestones clients achieve on the path toward attainment of an educational credential or employment training goal. Measureable Skill Gains are reported quarterly for clients who have an educational or employment training goal identified on the IPE. VR Counselors should record Measurable Skill Gains regularly in AWARE to ensure that each Measurable Skill Gain is recorded during the quarter in which it was achieved. A Measurable Skill Gain should only be recorded if training, including OJT, is listed as a goal in the IPE.

When a Measurable Skill Gain is achieved, VR Counselors must obtain third party documentation, confirm successful completion and save the third party documentation in AWARE. Once the documentation is saved the VR Counselor will update the Education Page in AWARE and record the Measurable Skill Gain as an Educational Goal Outcome or Skill Gain as appropriate. The Skill Gain Date entered should correspond to the date the Measureable Skill Gain was completed and the Skill Gain Description should be recorded as one of the five major categories. The five Measurable Skill Gain categories are:

1. Educational Functioning Level Increase
This Measurable Skill Gain is applicable to clients who are receiving training below the postsecondary level. Educational Functioning Level Increases obtained through the public Adult Education Program will be added to AWARE as part of the data sharing agreement with Adult Education. However, if the functioning level is not received through the public Adult Education Program, VR Counselors should report this as a Measurable Skill Gain when:
 - a. The client has an increase in educational functioning level as indicated by comparison of pre and post test scores in any focus area on tests approved for use by the Adult Education Program. Acceptable Tests are:
 - i. TABE (Test of Adult Basic Education)
 1. Reading
 2. Language
 3. Math
 - ii. BEST (Basic English Skill Test) is used for students who are English for Speakers of Other Languages (ESOL)
 - iii. CASAS (Comprehensive Adult Student Assessment System) is also used for ESOL students
 - b. Completion of credits in an adult high school program including:

- i. Completion of an adult education high school diploma
- ii. Completion of six earned high school credits or 6 Carnegie units
- c. Successfully exiting an adult basic education program and entering a program at the post secondary level.

Note: concurrent enrollment in postsecondary training and adult education does not meet the definition of increase in educational functioning level.

2. Secondary School Completion

This includes High School diplomas and General Education Diplomas (GED) awarded by secondary schools as well as Adult Education Programs. VR Counselors should collect third party documentation of the diploma, save it in AWARE and document the achievement as a Measurable Skill Gain.

Note: Special Education certificates are not considered a Measurable Skill Gain and should not be recorded under Measurable Skill Gains.

3. Completion of a Training Milestone

This Measurable Skill Gain captures interim progress made in a secondary or post-secondary training program. The three subcategories are:

a. Successful Completion of 12 Credit Hours Post Secondary

This measure captures intermediate progress achieved by clients enrolled in post secondary training programs that award credit hours for coursework taken during a semester. The 12 credits may occur in a single semester but may also be accrued over consecutive semesters. For example a client who obtains 3 credits during one semester and 9 credits during a subsequent semester. VR Counselors should review the academic transcript to ensure that the client has passed all 12 credit hours. Passing refers to the minimum grade required to receive credit hours for completion of a course. If satisfactory completion is confirmed, the VR Counselor should upload the transcript in AWARE and record a Measurable Skill Gain.

b. Successful completion of a semester in a secondary school program.

This includes only students who are seeking a high school diploma or General Education Diploma (GED). VR Counselors should review the client's transcript to ensure that the student has successfully passed all courses. Passing refers to the minimum grade required to receive credit hours for completion of a course. If satisfactory completion is confirmed, the VR Counselor should upload the transcript in AWARE and record a Measurable Skill Gain.

c. Successful Completion of 900 program (clock) hours at an Applied Technology College when attending a program 1800 hours or longer

This measure captures intermediate progress made in the pursuit of a certificate from an applied technology program. VR Counselors should review the transcript or progress report to ensure that the client received credit for 900 program hours.

Once confirmed, the third party documentation should be saved in AWARE and the Measurable Skill Gain will be added to the Education page.

4. Satisfactory Completion of an OJT or Apprenticeship Milestone

This measure applies to clients with an OJT, WBT or Apprenticeship training goal included in the IPE. The measure indicates satisfactory completion of a milestone in an OJT/WBT or apprenticeship program as verified by a progress report supplied by an employer or training facility. Once the successful milestone has been verified, the VR Counselor should save the progress report in AWARE and record a Measurable Skill Gain. Milestones considered for this Measurable Skill Gain include:

- a. Successful completion of an On The Job Training or Work Based Training. This includes OJT's completed under DOL programs as well as those supported by VR. Note: Pre-Employment Transition Services Work Based Learning Experiences are excluded from this measure.
- b. Successful completion of each year of an apprenticeship program including final completion of the apprenticeship
- c. Increase in pay resulting from newly acquired Skill or increased performance

5. Successful Passage of an Exam

This Measurable Skill Gain measures progress in a technical or occupational Skill training program. VR Counselors should obtain third party documentation of successful exam passage, save the documentation in AWARE and record the Skill Gain as an Educational Goal Outcome or Measurable Skill Gain as appropriate. Technical and Occupations Exams included in this measure are those that are:

- a. Administered by Career and Technical Education Programs
- b. Administered through DOPL
- c. Sponsored by groups overseeing occupational standards
- d. Administered as part of a registered apprenticeship program