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Appendix B-1: Contract Period 2010-2011 Required Performance

**THE 2010-2011 W-2 AND RELATED PROGRAMS CONTRACT
PERFORMANCE STANDARDS FOR THE
BALANCE OF STATE W-2 AGENCIES (BOS)**

**Wisconsin Works (W-2) and Related Programs Contract
For the period January 1, 2010 through December 31, 2011**

All W-2 Contract Agencies are expected to provide high quality services that result in positive outcomes for the family receiving W-2. Performance Standards have been identified to track these outcomes.

The attached chart shows the required Performance Standards for the Balance of State (BOS) Agencies which will be measured yearly for each W-2 Contract Agency for the period of January 1, 2010, through December 31, 2011. BOS W-2 Contract Agencies are agencies that are outside of Milwaukee County and provide the full range of services under the W-2 and Related Programs Contract.

The Performance Standards use a rating scale which classifies W-2 Contract Agency performance into the following categories: exceed, satisfactory, needs improvement, and fail. Agencies are expected to meet the benchmarks indicated in the “exceed” and “satisfactory” levels on an annual basis.

W-2 Contract Agencies will have the ability to use performance standards ratings earned in the first year of the 2010-2011 Contract as additional points in the agency’s 2012 W-2 proposal.

Performance Standard Time Frames

Performance Standards are measured according to the following time frames:

- Year-to-Date is cumulative beginning in January and ending at the end of the calendar year.
- Point-in-Time is measured on the last working day of each calendar month and an average for all months in a calendar year will be calculated to determine if the criteria have been met.
- During-the-Month is measured when the activity has been completed and documented within the individual standard specified time period for the W-2 placement.

Worker Error Adjustment

The Worker Error Adjustment process outlined in the Bureau of Wisconsin Works (BW-2) Operations Memo 04-48, which was developed to address unusual or non-recurring events, will remain in effect for the 2010-2011 Contract Period. To request consideration, a W-2 agency must submit a written request in accordance with the Department’s policies and procedures.

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Risk Protection Adjustment

The Risk Protection Adjustment is designed to allow unique circumstances related to the unemployment rate of each county to be considered by the Department. This adjustment can not be applied to a tribal agency. The agency must request that the Department apply the Risk Protection Adjustment prior to January 31 of the year immediately following the year for which the adjustment is requested. *Example: Request for January 1, 2010 – December 31, 2010 must be received by January 31, 2011.* The Risk Protection Adjustment is available for the following standards:

- Job Entry,
- Retention,
- Earnings Stabilization, and
- Success of Job Skills Training.

Earnings Benchmarks

The earnings benchmark was calculated using 2008 average W-2 unsubsidized earnings. W-2 Contract Agencies will be placed in one of the three categories based on their service area's average wage rate.

Category 1: Average hourly wage \$8.50 x 30 hours x 13 weeks = \$3,315.00

Category 2: Average hourly wage \$8.00 x 30 hours x 13 weeks = \$3,120.00

Category 3: Average hourly wage \$7.25 x 30 hours x 13 weeks = \$2,827.00

Master Scale

The total of all required performance standard points earned at the end of each calendar year will be totaled and applied to the Master Scale. The agency total on the Master Scale will be used to determine and award preference points for future W-2 contracts.

Master Scale Scores:

- 90 – 100 total points = Exceed
- 75 – 89 total points = Satisfactory
- 60 - 74 total points = Needs Improvement
- Below 60 total points = Fail

Performance Standard	2010-2011 Performance Measure	Measurement Scale	Master Scale Percentage
Customer Satisfaction	<p>Customer Satisfaction measures how W-2 applicants and participants felt about their service experience. Include in survey pool all W-2 applicants and participants who have requested or received services from the W-2 agency within the past 30 days.</p> <p>An average of all questions will be used to calculate performance level.</p>	<p>Customer Satisfaction Survey</p> <p>Exceed = 7.5 or higher 15 points</p> <p>Satisfactory = 7.0 to 7.4 12 points</p> <p>Needs Improvement = 6.5 to 6.9 9 points</p> <p>Fail or Zero Cases = Below 6.5 0 points</p>	15 Points
Retention	<p>Retention measures the percentage of all W-2 participants who are still employed 3 months after job start. Continued employment will be confirmed at 3 months post employment for all current or past W-2 participants who obtained employment while in a W-2 placement. Methods to confirm employment may vary and will be developed with contract agencies after all agencies have been selected.</p>	<p>Retention</p> <p>Exceed = 70% or higher 15 points</p> <p>Satisfactory = 60% - 69% 12 points</p> <p>Needs Improvement = 50% - 59% 9 points</p> <p>Fail or Zero Cases = Below 50% 0 points</p>	15 Points
Educational Attainment	<p>Educational attainment measures the percentage of unduplicated participants who achieve a skills increase.</p> <p>The denominator consists of those who are: (1) enrolled in Basic Education (BE), Literacy Skills (LS) , GED (GE), HSED (HD), Job Skills (JS) or English as a Second Language (EL).</p> <p>The numerator consists of those who are: (2) Record a sustained, measurable increase in literacy or numeracy skills during the contract period.</p> <p>Gains for BE, LS, and ESL must be measured by acceptable testing tools, using the same test for pre and post testing Allowable activities include BE, LS, and EL. Gains for GED and HSED must be shown by entering date(s) when individual tests are passed. Gains for JS are entered when JS is successfully completed and recorded with an 'A' in CARES.</p>	<p>Educational Attainment</p> <p>Exceed = 40% or higher achieve increase 10 points</p> <p>Satisfactory = 32% to 39% 8 points</p> <p>Needs Improvement = 25% to 31% 6 points</p> <p>Fail or Zero Cases = Below 25% 0 points</p>	10 Points

Performance Standard	2010-2011 Performance Measure	Measurement Scale	Master Scale Percentage
Success of Job Skills Training	Success of Job Skills Training will be measured year-to-date by the number of participants recorded in CARES who successfully complete a Job Skills (JS) Training activity, with a CARES code 'A' (Successfully Completed) or CARES code 'N' (Activity Ended Due to Case Management Follow-up Placement) and record an entered employment during the training or within 90 days of completion of the Job Skills training activity.	Job Skills Training Exceed = 65% or higher 10 points Satisfactory = 52% to 64% 8 points Needs Improvement = 42% to 51% 6 points Fail or Zero Cases = Below 42% 0 points	10 Points
SSI/SSDI Receipt	SSI/SSDI Receipt measures percentage of W-2 T placements that have a pending SSI/SSDI application who are then awarded SSI/SSDI. The denominator will measure all W-2 T's with a pending SSI/SSDI application and the numerator will include all those who are awarded SSI or SSDI while in W-2 or within 30 days of W-2 ending. Social Security Administration data exchange will be used to capture SSI/SSDI application date.	SSI/SSDI Receipt Exceed = 10% or higher 5 points Satisfactory = 8% to 9% 4 points Needs Improvement = 6% to 7% 3 points Fail or Zero Cases = Below 6% 0 points	5 Points