

**Draft**  
**Appendix B-1A: Balance of State Contract Period 2010-2011 Secondary  
Performance Standards**  
**SECONDARY PERFORMANCE STANDARDS INFORMATION MAP FOR 2010 - 2011**

**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. The Secondary Performance Standards are mainly comprised of process measures that, if met, should lead to positive outcomes in the Required Performance Standards.

The attached chart shows the Balance of State (BOS) Secondary Performance Standards which will be measured for each W-2 Contract Agency type for the period of January 1, 2010, through December 31, 2011. BOS W-2 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 Secondary Performance Standards use a rating scale which classifies BOS 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.

Secondary Performance Standards are used as a monitoring tool for Contract Managers.

**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.

**Expanded Earnings Benchmarks**

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

Category 1: Average hourly wage \$8.50 x 30 hours x 26 weeks = \$6,630.00

Category 2: Average hourly wage \$8.00 x 30 hours x 26 weeks = \$6,240.00

Category 3: Average hourly wage \$7.25 x 30 hours x 26 weeks = \$5,654.00

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**Worker Error Adjustment**

The adjustment process is not applicable to the Secondary Performance Standards.

**Risk Protection Adjustment**

The risk protection adjustment process is not applicable to the Secondary Performance Standards.

**Master Scale**

The master scale is not applicable in the Secondary Performance Standards. These standards will not be used to determine if an agency is awarded additional points in an agencies 2012 W-2 proposal.

## Appendix B-1A: Balance of State Contract Period 2010-2011 Secondary Performance Standards

Performance Standard	2010-2011 Performance Measure	Measurement Scale
Entered Employment	<p>The percentage of the total W-2 participants served by the agency for which an eligible Entered Employment (EE) placement is recorded on WPEH in the Client Assistance for Reemployment and Economic Support (CARES) system. Performance will be measured by counting all W-2 participants expected to work 30 days or more who, after referral to work programs,:</p> <ol style="list-style-type: none"> <li>1. are unemployed and obtain unsubsidized employment that is expected to last 30 days or longer; or</li> <li>2. are employed in unsubsidized employment and obtain new employment that is expected to last 30 days or longer with higher gross wages.</li> </ol>	<p>Entered Employment</p> <p>Exceed = 30% or higher</p> <p>Satisfactory = 24% - 29%</p> <p>Needs Improvement = 19% - 23%</p> <p>Fail or Zero Cases = Below 19%</p>
Expanded Retention	<p>Confirm continued employment at 9 months post employment for all current or past W-2 participants who obtained employment while in a W-2 placement.</p>	<p>Expanded Retention</p> <p>Exceed = 50% or higher</p> <p>Satisfactory = 45% to 49%</p> <p>Needs Improvement = 40% to 44%</p> <p>Fail or Zero Cases = Below 40%</p>
Expanded Earnings Stabilization	<p>Same as Required Earnings Stabilization Standard but look at earnings in the UI data for the first <u>and second</u> quarter following the quarter of the entered employment.</p> <p>If multiple employment, use employment with highest wage. Agency benchmark will be individual per labor market information.</p>	<p>Expanded Earnings Stabilization</p> <p>Exceed = 50% or higher</p> <p>Satisfactory = 40% to 49%</p> <p>Needs Improvement = 30% to 39%</p> <p>Fail or Zero Cases = Below 30%</p> <p><i>*varies based on individualized benchmark based on W-2 Contract area.</i></p>

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Performance Standard	2010-2011 Performance Measure	Measurement Scale
Basic Education	<p>Adult W-2 participants who do not have a high school diploma or its equivalency as indicated on CARES Worker Web screen, School Enrollment and are receiving basic educational services. Basic education activities include Basic Education (BE), English as a Second Language (EL), GED (GE), High School Equivalency (HE), Literacy Skills (LS), and Regular High School (RS), Vocational Basic Education (VA), Vocational English as a Second Language (VE), Vocational Literacy Skills (VL).</p> <p>This standard does not apply to participants placed in W-2 case management or CMC participants on the last day of the month.</p>	<p>Educational Attainment</p> <p>Exceed = 65% or higher</p> <p>Satisfactory = 52% to 64%</p> <p>Needs Improvement = 41% to 51%</p> <p>Fail or Zero Cases = Below 41%</p>
Informal Assessment	<p>Participants who are placed in any paid or unpaid W-2 placement (with the exception of CMC cases), either initially or as movement from one placement to another, must have an informal assessment completed and documented on WPED within 7 calendar days before or after the date the new W-2 placement begins.</p>	<p><u>Informal:</u></p> <p>Exceed = 95% or higher</p> <p>Satisfactory = 90% to 94%</p> <p>Needs Improvement = 80% to 89%</p> <p>Fail or Zero Cases = Below 80%</p>
Formal Assessments for W-2 T	<p>Participants who are placed in a W-2 T must have a formal assessment initiated or completed and documented in CARES within 30 calendar days before or after the start of a W-2 T placement. The formal assessment must be completed by a medical or mental health/Alcohol and Other Drug Abuse (AODA) health professional, Division of Vocational Rehabilitation (DVR) counselor or similarly qualified assessing agency or business.</p>	<p><u>Formal:</u></p> <p>Exceed = 98% or higher</p> <p>Satisfactory = 94% to 97%</p> <p>Needs Improvement = 85% to 93%</p> <p>Fail or Zero Cases = below 85%</p>
Work Readiness Assessment	<p>Participants who are in any W-2 placement excluding W-2 T and CMC placements that have a completed Work Readiness Assessment completed while in a W-2 placement and recorded in CARES.</p> <p>Note: DCF will work with the W-2 Contract Agencies to develop local measures of work readiness achievement.</p>	<p><u>Work Readiness:</u></p> <p>Exceed = 65% or higher</p> <p>Satisfactory = 55% to 64%</p> <p>Needs Improvement = 45% to 54%</p> <p>Fail or Zero Cases = Below 45%</p>

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Performance Standard	2010-2011 Performance Measure	Measurement Scale
Work Participation Rate (All Family Rate)	The percentage of paid W-2 participants included in the calculation for calculating the All Family Federal Work Participation Rate (WPR). (The All Family rate includes single parent and two parent households.)	Work Participation Rate Exceed = 55% or higher Satisfactory = 44% to 54% Needs Improvement = 35% to 43% Fail or Zero Cases = Below 35%
Work Participation Rate (Two Parent)	The percentage of paid W-2 participants included in the calculation for calculating the Two Parent Federal Work Participation Rate (WPR). (The Two Parent rate includes only two parent households.)	Work Participation Rate Exceed = 55% or higher Satisfactory = 44% to 54% Needs Improvement = 35% to 43% Fail or Zero Cases = Below 35%
Family Income	The change in family income from the second month of W-2 paid placement to the family income at the second month after leaving a W-2 paid placement.  All earned and unearned income plus the value of Food Shares will be used to determine family income.	Family Income Exceed = 90% or higher Satisfactory = 80% to 89% Needs Improvement = 70% to 79% Fail or Zero Cases = Below 70%
Barrier Screening Tool	Barrier Screening Tool (BST) standard measures the completion rate of all W-2 participants required to be offered the BST within thirty (30) days of the W-2 application date. The denominator includes all W-2 participants that are required to be offered the screening. The numerator includes the number of W-2 participants from the denominator of individuals that completed the barrier screening tool.  The number of participants who completed the BST does <b>not</b> include those participants that decline.	Barrier Screening Tool Exceed = 60% or higher Satisfactory = 48% to 59% Needs Improvement = 38% to 47% Fail or Zero Cases = Below 38%

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Performance Standard	2010-2011 Performance Measure	Measurement Scale
Wage At Employment	The percentage of all Entered Employment starting wages against the established average wage rate for the Contract Agency. Established wage rate will be determined using 2008 data.	Wage At Employment Exceed = 60% or higher Satisfactory = 50% to 59% Needs Improvement = 40% to 49% Fail or Zero Cases = Below 40%
Case Management Follow-up	The percentage of W-2 participants who have an entered employment and receive CMF services for a minimum of 12 months following the Entered Employment and who no longer are in a paid placement.	Case Management Follow-up Exceed = 60% or higher Satisfactory = 48% to 59% Needs Improvement = 38% to 47% Fail or Zero Cases = Below 38%
W-2 Initial Placement	The percentage of W-2 applicants who request W-2, are found eligible and are placed in a W-2 placement no later then the 10 <sup>th</sup> business day following the request.	W-2 Initial Placement Exceed = 80% or higher Satisfactory = 70% to 79% Needs Improvement = 60% to 69% Fail or Zero Cases = below 60%
Bridge to Caretaker Supplement Program	Percent of SSI only families who obtain SSI while enrolled in the W-2 agency and have a completed Caretaker Supplement application within 30 days of the SSI/SSDI approval.  Exclusions: <ul style="list-style-type: none"> <li>• All households with all minor children receiving SSI/SSDI will be excluded.</li> <li>• All households with adults only receiving SSDI.</li> </ul>	SSI Caretaker Supplement Application Exceed = 90% or higher Satisfactory = 81% to 89% Needs Improvement = 75% to 80% Fail or Zero Cases = below 75%

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<b>Performance Standard</b>	<b>2010-2011 Performance Measure</b>	<b>Measurement Scale</b>
Transition Plan	The percentage of W-2 participants who obtain SSI while enrolled in W-2 agency and have a completed and current transition plan in CARES at the time of W-2 closure.	Transition Plan at Closure Exceed = 90% or higher Satisfactory = 81% to 89% Needs Improvement = 75% to 80% Fail or Zero Cases = below 75%