

**Draft**  
**Appendix B-2: Contract Period 2010-2011 Required Performance**

**THE 2010-2011 W-2 AND RELATED PROGRAMS CONTRACT  
PERFORMANCE STANDARDS FOR THE MILWAUKEE  
ELIGIBILITY AND ASSESSMENT AGENCY (EAA)**

**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 Milwaukee Eligibility and Assessment Agency (EAA) which will be measured for the period of January 1, 2010, through December 31, 2011. The EAA is located in Milwaukee and provides initial eligibility, assessment and initial placement services.

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. This applies to the formal assessment, Initial FEP Meeting, and W-2 Initial 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.

#### 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

**Appendix B-2: Milwaukee Eligibility and Assessment Agency (EAA) Contract Period 2010-2011 Required Performance Standards**

<b>Performance Standard</b>	<b>2010-2011 Performance Measure</b>	<b>Measurement Scale</b>	<b>Master Scale Percentage</b>
Initial FEP Meeting	The percentage of W-2 applicants who request W-2 and meet with FEP no later than 3 <sup>rd</sup> business day following the W-2 request date.	Initial FEP Meeting  Exceed = 80% or higher                      20 points  Satisfactory = 70% to 79%                      16 points  Needs Improvement = 60% to 69%                      12 points  Fail or Zero Cases = below 60%                      0 points	20 Points
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 than the 10 <sup>th</sup> business day following the request.	W-2 Initial Placement  Exceed = 80% or higher                      25 points  Satisfactory = 70% to 79%                      20 points  Needs Improvement = 60% to 69%                      16 points  Fail or Zero Cases = below 51%                      0 points	25 Points

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Performance Standard	2010-2011 Performance Measure	Measurement Scale	Master Scale Percentage
Formal Assessment	The percentage of W-2 participants who, when placed in a W-2 Transitions (W-2 T) placement, have a completed formal assessment prior to assignment to the WEA or SSIA.	Formal Assessment Exceed = 98% or higher                      20 points Satisfactory = 94% to 97%                      16 points Needs Improvement = 85% to 93%                      12 points Fail or Zero Cases = below 85%                      0 points	20 Points
Barrier Screening Tool	Barrier Screening Tool (BST) standard measures the completion rate of all W-2 participants required to be offered the BST before they are transferred to the ongoing WEA or SSIA or within thirty (30) days of the W-2 application date, whichever comes first. 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 who 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                      20 points Satisfactory = 48% to 59%                      16 points Needs Improvement = 38% to 47%                      12 points Fail or Zero Cases = Below 38%                      0 points	20 Points
Customer Satisfaction	Customer Satisfaction measures how W-2 applicants and participants felt about their service experience. Include in the survey pool all W-2 applicants and participants who have requested or received services from the EAA within the past 30 days.  An average of all questions will be used to calculate performance level.	Customer Satisfaction Survey Exceed = 7.5 or higher                      15 points Satisfactory = 7.0 - 7.4                      12 points Needs Improvement = 6.5 – 6.9                      9 points Fail or Zero Cases = Below 6.5                      0 points	15 Points