

**Draft**  
**Appendix B-2A: Milwaukee Eligibility And Assessment Agency 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 secondary 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 Secondary Performance Standards use a rating scale which classifies the EAA 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.

**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-2A: Milwaukee Eligibility And Assessment Agency  
Contract Period 2010-2011 Secondary Performance Standards**

<b>Performance Standard</b>	<b>2010-2011 Performance Measure</b>	<b>Measurement Scale</b>
Informal Assessment	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 that W-2 placement begins.	<u>Informal:</u> Exceed = 95% or higher  Satisfactory = 90% to 94%  Needs Improvement = 80% to 89%  Fail or Zero Cases = Below 80%
Agency Decision Overturned	The percentage of EAA assignments to the WEA or SSIA that are challenged and overturned.	Agency Decision Upheld  Exceed = 97% or higher  Satisfactory = 91% to 96%  Needs Improvement = 87% to 90%  Fail or Zero Cases = below 87%