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**Appendix B-4: Contract Period 2010-2011 Required Performance**

**THE 2010-2011 W-2 AND RELATED PROGRAMS CONTRACT  
PERFORMANCE STANDARDS FOR THE MILWAUKEE  
SUPPLEMENTAL SECURITY INCOME/SOCIAL SECURITY DISABILITY INSURANCE  
ADVOCACY AGENCY (SSIA)**

**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 Supplemental Security Income (SSI)/Social Security Disability Insurance (SSDI) Advocacy Agency (SSIA) which will be measured for the period of January 1, 2010, through December 31, 2011. The SSIA is located in Milwaukee County and has been designated to provide services to individuals applying for SSI/SSDI benefits.

The Performance Standards use a rating scale which classifies W-2 Contract Agency performance into the following categories: exceed, satisfactory, needs improvement, and fail. The SSIA is 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 Bridge to Caretaker Supplement Program standard.

**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.

**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

## Draft

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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 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



