

Draft

**Appendix B-4A: Milwaukee Supplemental Security Income/Social Security Disability Insurance Advocacy Agency Contract Period 2010-2011
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 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 Secondary Performance Standards use a rating scale which classifies W-2 Contract Agency performance into the following categories: exceed, satisfactory, needs improvement, and fail. The SAA is 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.

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-4A: Milwaukee Supplemental Security Income/Social Security Disability Insurance Advocacy Agency
Contract Period 2010-2011 Secondary Performance Standards**

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 place 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>
Family Income	<p>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.</p> <p>All earned and unearned income plus the value of Food Shares will be used to determine family income.</p>	<p>Family Income</p> <p>Exceed = 90% or higher</p> <p>Satisfactory = 80% to 89%</p> <p>Needs Improvement = 70% to 79%</p> <p>Fail or Zero Cases = Below 70%</p>