OSOS WIOA Primary Indicators of Performance and Outcomes Guide

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BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) was signed into law on July 22, 2014, to amend the Workforce Innovation Act (WIA) of 1998. Under WIOA, the Primary Indicators of Performance were implemented and replaced the WIA Common Measures.

OSOS is the primary case management system used for tracking all services provided to customers throughout the Workforce Development System. OSOS has been updated with additional fields and tabs to collect the new information required by the WIOA Primary Indicators of Performance (also referred to as performance measures).

PURPOSE

First, this guide will provide definitions of the performance measures. Then it will explain how to record employment outcomes and training outcomes in OSOS. This will include the necessary OSOS data entry for each of these performance measures.

PRIMARY INDICATORS OF PERFORMANCE
EMPLOYMENT RATE – 2ND/4TH QUARTER AFTER EXIT

INDICATOR DEFINITION

The percentage of participants who are in unsubsidized employment during the second/fourth quarter after exit from all programs.

For Youth Participants, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the second/fourth quarter after exit.

Please Note

Unlike the Entered Employment WIA Common Measure, all exiting participants are included in these indicators, not just those who were unemployed at time of enrollment.

Additionally, participants who do not have a Social Security Number (SSN) attached to their OSOS record are included in these measures. These participants can only have positive outcomes in these indicators if there is supplemental wage information entered on their record. This is also true for individuals who are in positions that are not covered by Unemployment Insurance wages such as self-employment.

MEDIAN EARNINGS

INDICATOR DEFINITION

The median earnings of participants who are in unsubsidized employment during the second quarter after exit from all programs. A median calculation involves sorting the values in increasing order and picking the middle value. This value is the median.

Please Note

Only participants who were a positive outcome in the 2nd quarter after exit will be considered in this measure.

Participants without an SSN must have supplemental wage data entered in their record to be included in this measure. This is also true for individuals who are in positions that are not covered by Unemployment Insurance wages such as self-employment.

CREDENTIAL ATTAINMENT

INDICATOR DEFINITION
The percentage of those participants enrolled in education or training (excluding those in On-the-Job Training [OJT] and customized training) who attain one of the following during participation or within one year after exit:

- a recognized postsecondary credential
- a secondary school diploma or its recognized equivalent or certificate approved by NYSED or another state agency

A participant who has attained a secondary school diploma or its recognized equivalent is counted as a positive outcome only if the participant also meets one of the following criteria during participation or within one year after exit:

- employed
- enrolled in an education or training program leading to a recognized postsecondary credential

MEASURABLE SKILL GAINS

INDICATOR DEFINITION
The percentage of program participants who, during a program year, are enrolled in education or training that leads to a recognized postsecondary credential or employment **AND** have also achieved one or more measurable skill gains. A measurable skill gain is defined as documented academic, technical, occupational, or other forms of progress that lead to a credential or employment. Depending on the type of education or training program, progress must be documented using one of the following:

- achievement of at least one educational functioning level of a participant who is receiving instruction below the postsecondary education level
- attainment of a secondary school diploma or its recognized equivalent
- secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting academic standards
- satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training
- successful passage of an exam that is required for an occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams

Please Note

Measurable skill gains must be recorded once per program year per enrollment with an education or training program. If the training/education spans multiple program years, there must be at least one measurable skill gain entered in each program year.

Each program year runs from July 1st to June 30th. Therefore, a training which begins in May and ends in August of the same calendar year would span two program years and require two recorded skill gains.

Measurable skill gains can be recorded as either an Employment Outcome or a Training Outcome.

*If the skill gain relates to an on-the-job training (OJT), it must be recorded in the **Training Outcomes** tab. At the completion of an OJT, the participant is in unsubsidized employment and must be entered in the **Employment Outcomes** tab. If the skill gain relates to an apprenticeship, it must be entered in the **Employment Outcomes** tab.*

BUSINESS INDICATORS - EFFECTIVENESS SERVING BUSINESSES

WIOA requires the establishment of a primary indicator of performance for effectiveness in serving businesses. There are currently three pilot approaches designed to gauge three critical workforce needs of the business community. This indicator is a new approach for measuring performance under WIOA's six core programs. Therefore, USDOL has implemented a pilot program during which States must select two of the three approaches to report data that the Departments will use to assess a permanent indicator.

These are as follows:

Approach 1 - Retention with the Same Business - addresses the programs' efforts to provide businesses with skilled workers.

Approach 2 - Repeat Business Customers - addresses the programs' efforts to provide quality engagement and services to businesses and sectors and establish productive relationships with businesses and sectors over extended periods of time; and

Approach 3 - Business Penetration Rate - addresses the programs' efforts to provide quality engagement and services to all businesses and sectors within a State and local economy.

New York is using the following two methods to report this performance measure:

- Repeat Business Customers. This will be measured as the percentage of repeat businesses using services within the previous three years.
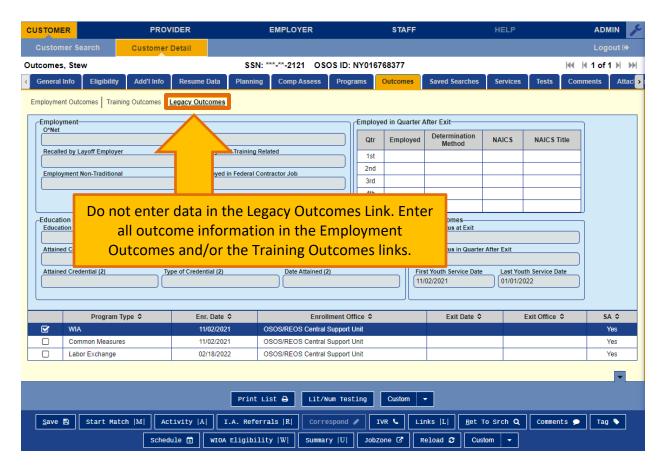
- Business Penetration Rate. This will be measured as the percentage of businesses using services out of all businesses in the State.

Data entry relating to this performance measure will be addressed separately from this guide.

LEGACY OUTCOMES LINK

Data should not be recorded in the Legacy Outcomes Link. Information recorded in this Link is not being used for performance reporting anymore.
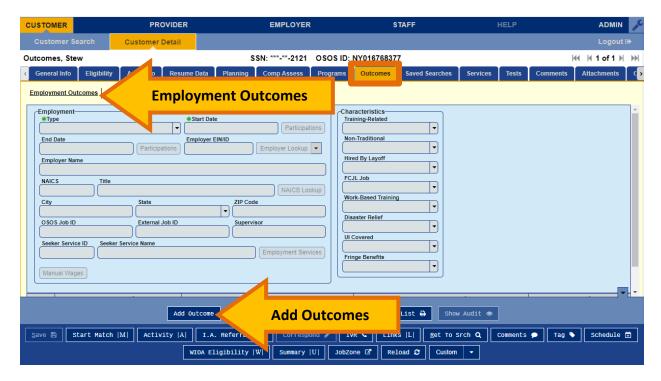
EMPLOYMENT OUTCOMES LINK

After locating the correct customer record, navigate to the **Outcomes** tab and click on the **Employment Outcomes** link.

To begin entering the employment outcome, click **Add Outcome** at the bottom of the screen.

Select the appropriate employment **Type** that applies to the customer from the drop-down menu. The options in this menu are "Military," "Registered Apprenticeship," or "Unsubsidized Employment. "The most common selection in this field will be "Unsubsidized Employment."

Enter the employment **Start Date.**

When "Unsubsidized Employment" is selected, the **Self-Employed** status will display and although it is not indicated by a green dot, this field must be completed.

Next enter the Employer's Name. Staff can enter either the full name of the employer or part of the employer's name. Then click the **Employer Lookup** button.
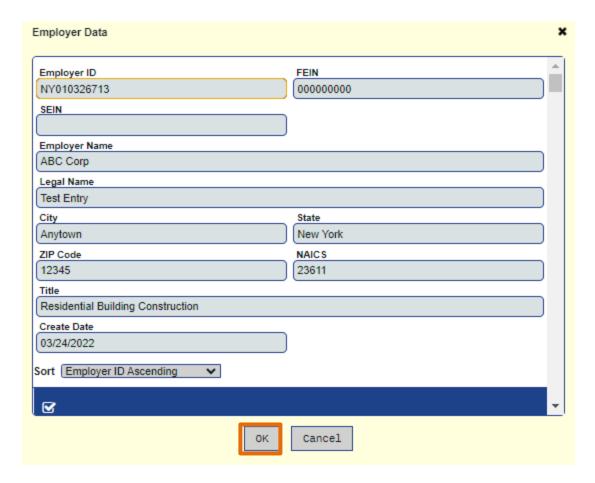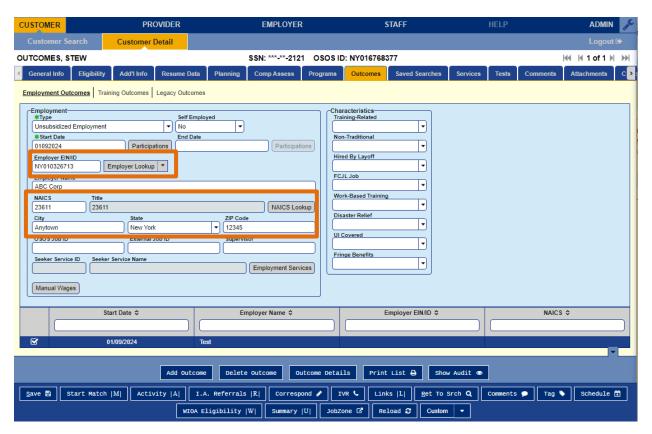
If the business has an OSOS record, this will pull up their information in the **Employer Data ---
Webpage Dialog**.

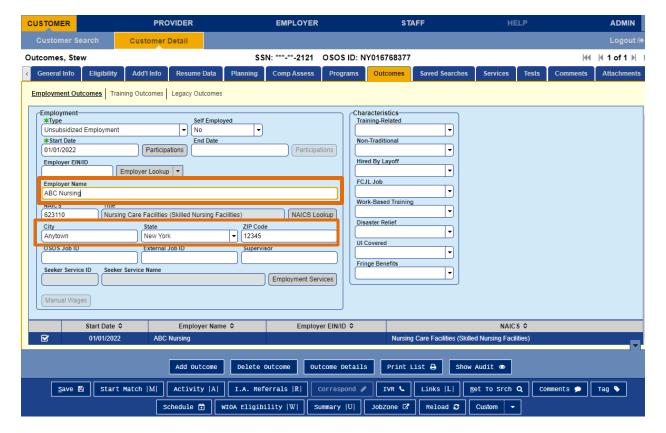Select the correct business and then click **OK**.

This will auto-populate the Employer EIN or ID number, the industry NAICS code, and business address into the **Employment Outcomes** link

If there is no OSOS record for the employer, no information will generate, and staff will need to manually enter the necessary data.
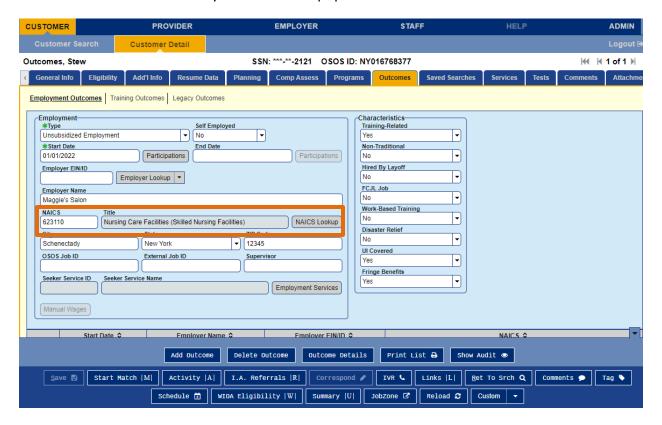
While many of the fields are not required, staff should include as much information as known in this tab, including the **Employer Name** and **Address**.

When there is no OSOS record for the business, staff should also enter the **NAICS** (North American Industry Classification System) code for the industry in which the customer has obtained employment. This is the standard used by Federal statistical agencies in classifying business establishments for data purposes.
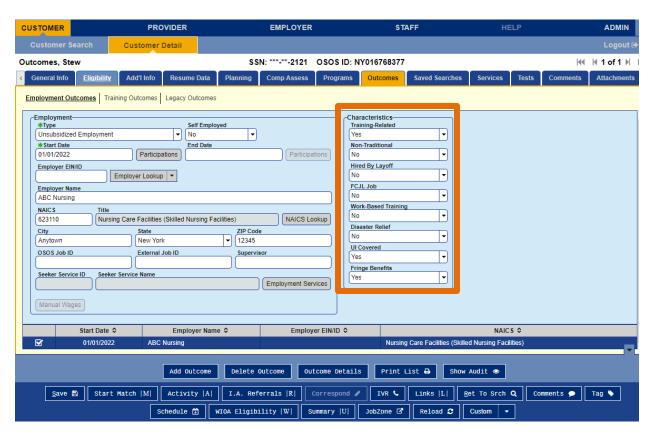
To determine an industry NAICS code, click the **NAICS Lookup button**. This will take staff to the NAICS Search on the US Census Bureau's website. Using a keyword search, look up the industry that most closely matches the employer and enter its 6-digit NAICS code into the **NAICS** data field. The name of the industry will then auto-populate into the tab.

The **Characteristics** box displays eight Yes or No drop-down menus, allowing staff to indicate which of the eight characteristics apply to the employment. Select all that apply. These dropdowns ask the following questions:

• **Training Related**: Is the employment related to training?
• **Non-Traditional**: Is the employment considered non-traditional? A nontraditional occupation is one for which individuals from one gender comprise less than 25% of the individuals employed in that occupation.
• **Hired by Layoff**: Is the customer returning to the employer from which they were most recently laid off?
• **FCJL Job**: Was the employment obtained through the Federal Contract Job Listing Program?
• **Work Based Training**: Is the employment considered Work Based Training?
• **Disaster Relief**: Is the employment a result of a Disaster Relief initiative?
• **UI Covered**: Is this employment considered to be covered by Unemployment Insurance?
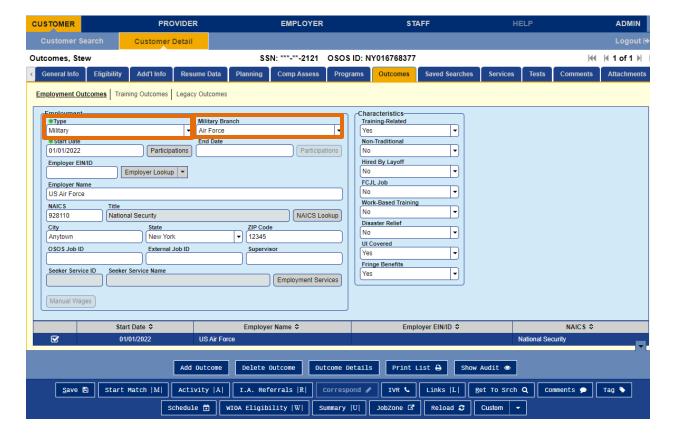• **Fringe Benefits**: Does the employment offer fringe benefits?

There are minor differences in the tab if "Military" or "Apprenticeship" is selected instead of "Unsubsidized Employment."

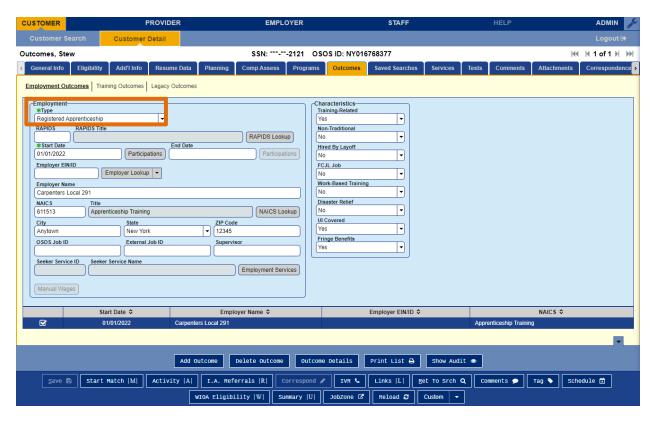When selecting "Military" as the employment **Type**, the Military Branch must be indicated.

When "Registered Apprenticeship" is selected, the **RAPIDS** field will appear.

RAPIDS (Registered Apprenticeship Partners Information Data System) numbers are not currently used for data entry in New York and entering data in this field is not required.
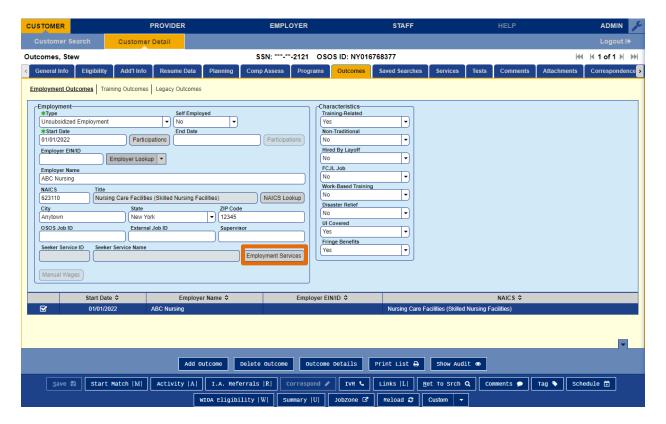
EMPLOYMENT SERVICES

If the recorded employment was related to a previously scheduled service, this can be associated with the outcome by clicking the **Employment Services** button.

For a list of Service Types that can be attached to Employment Outcomes, please refer to the attached list on page 36 of this guide.
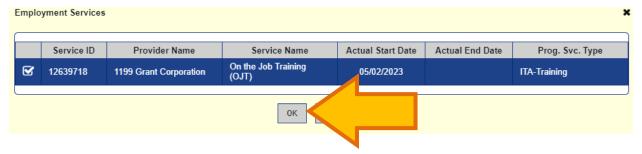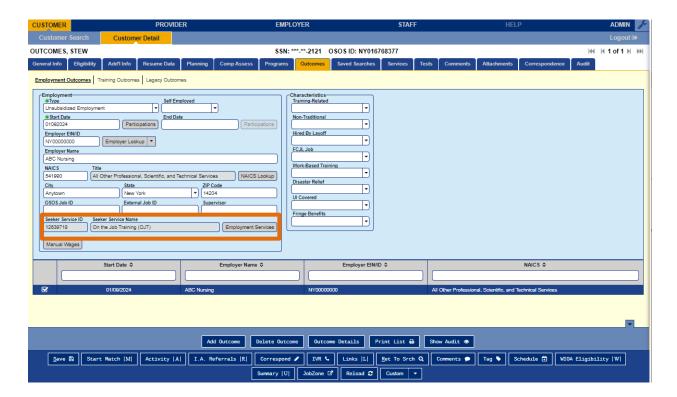
If there have been employment services recorded for the customer, they will display in the **Employment Services** webpage dialog box.

Select the correct service and click **OK**.

The service will then populate the **Seeker Service ID** and **Seeker Service Name** fields.

ENTERING WAGE DATA

Customers with an SSN in OSOS will be administratively matched to wage record data to determine outcomes for the wage-based measures. Data manually entered on this screen will be used to supplement the wage data collected through wage matching. Because wage record data is not immediately available, it is important to enter employment outcomes as they occur, to ensure positive wage-based outcomes. Entering this information is also pertinent if a customer indicates that they are self-employed. Income of individuals who are self-employed will not result in a match to wage record data. Therefore, entering the wages for these individuals manually is the only way to ensure a positive outcome in the wage-based measures.

Data entered here will count toward the 2nd and 4th Quarter Employment After Exit and Median Earnings performance measures. These performance measures are also referred to as wage-based outcomes.
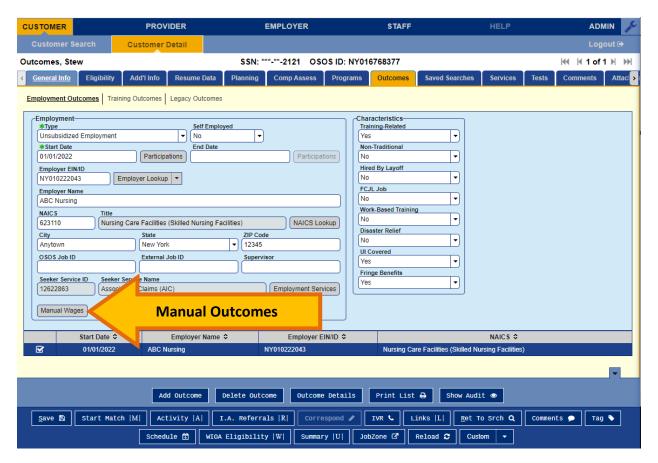
For customers without an SSN recorded in OSOS, staff must enter manual wages for the participant to be included in the wage-based outcomes.

Wage data related to the employment outcome must be entered by using the **Manual Wages** button in the **Employment Outcomes** link.
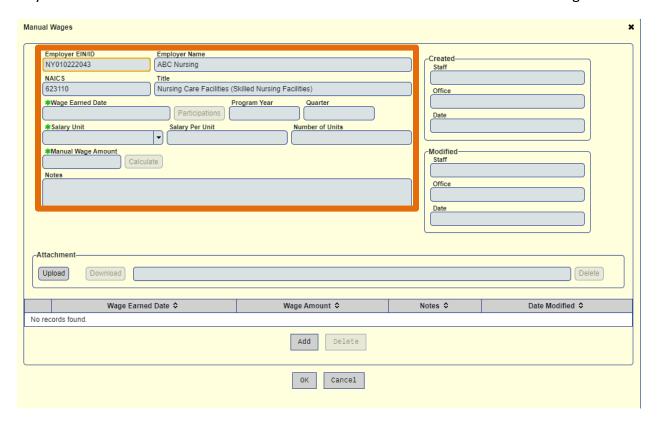

Please refer to https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=5002 for additional documentation requirements for supplemental wage data.

There are three required fields on this screen. The first field is the **Wage Earned Date**. For instance, this may be the start date of a paystub. The other required fields on this screen are **Salary Unit** and **Manual Wage Amount**.

The wage entered in this section cannot exceed 87500, so if your customers wages are over 87500, please enter 87500 in the **Manual Wage Amount** and then include a comment with their actual wage amount in the Notes section. Once again, please record as much information as you can on this screen to ensure the most accurate reflection of the customer's wages.
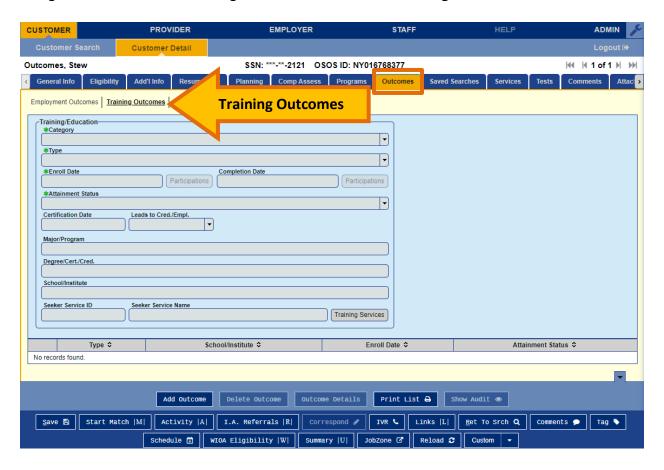
TRAINING OUTCOMES LINK

Training Outcomes are entered in the **Training Outcomes** link in the customer record.

Data for the Credential Attainment performance measure is recorded in this tab. Measurable skill gains which relate to training will also be recorded in **Training Outcomes**.
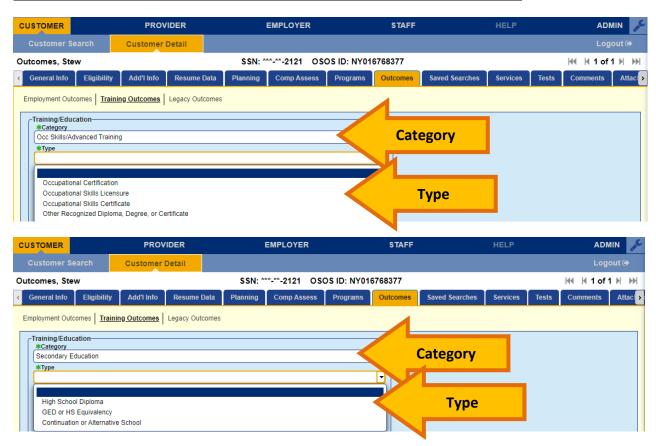
Training outcomes are sorted by **Category** and **Type**. In the Category dropdown menu, select the category of training program the participant is enrolled in.
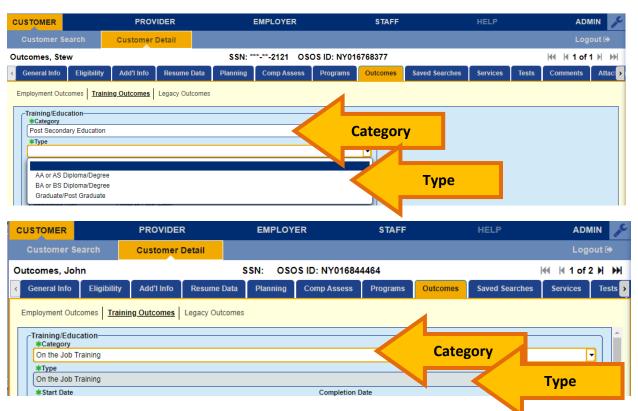
In the **Type** dropdown menu, select the type of credential the training program will lead to. The options available in the **Type** dropdown menu will be based on what has been selected in the **Category** dropdown menu. This is represented in the following table and screenshots:

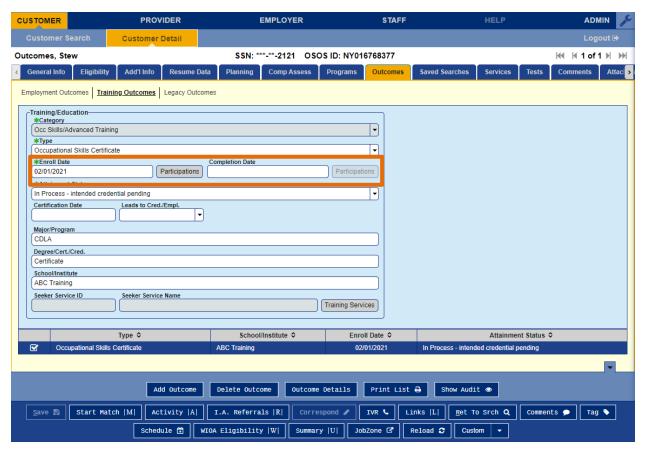| Category	Type
Secondary Education	High School Diploma
	GED or HS Equivalency
	Continuation or Alternative School
Post Secondary Education	AA or AS Diploma/Degree
	BA or BS Diploma/Degree
	Graduate/Post Graduate
Occ Skills/Advanced Training	Occupational Skills Licensure
	Occupational Skills Certificate
	Other Recognized Diploma, Degree, or Certificate
On-the-Job Training	On-the-Job Training

Enter the **Enroll date** for the training program. Once the customer indicates they have completed the training, staff must record the **Completion Date.**

For any outcome **Category**, the **Attainment Status** field must be completed. The options in the **Attainment Status** drop-down menu will remain the same regardless of the category selected, except for On-the-Job Training. There are five attainment statuses:

- In Process - no intended credential
- In Process - intended credential pending
- Completed - attained intended credential
- Completed - did not attain or intend credential
- Incomplete - did not attain or intend credential

For On-the-Job Training you will only see three attainment statuses:
- In Process - no intended credential
- Completed - did not attain or intend credential
- Incomplete - did not attain or intend credential

If the training is ongoing, an "In Process" status must be selected, and then updated when the training program is complete. If the **Attainment Status** begins with "Completed" or "Incomplete", then a completion date must be entered as the date the program was completed, or the participant left the program. If the training has been Completed, you must enter the **Certification Date** which will be the same as the completion date.
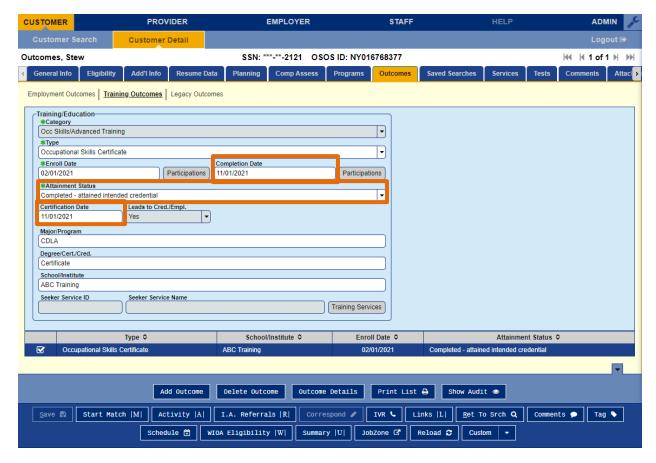
*Only the attainment status of "**Completed – attained intended credential**" counts positively for the Credential Attainment performance indicator.*

The **Major/Program, Degree/Cert/Cred**, and **School Institute** fields are required.
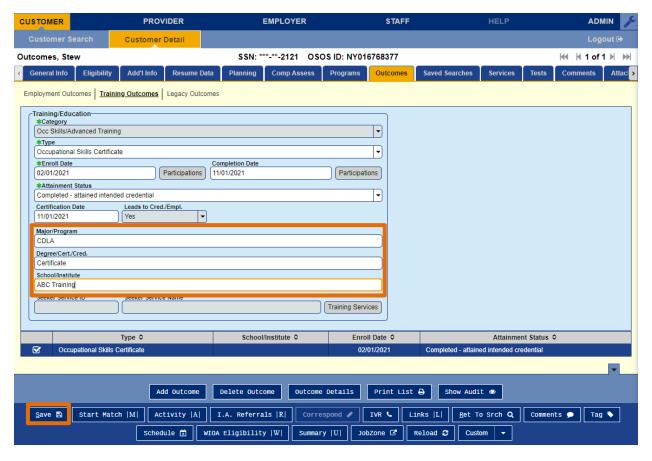

As a best practice, staff should enter all known information about the degree or credential, including any non-required fields.

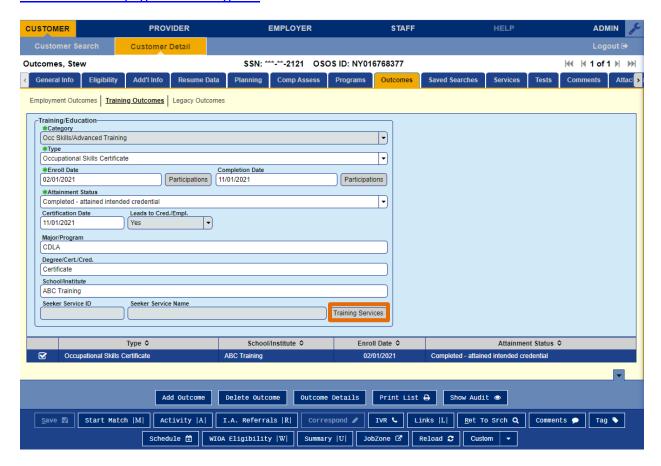Once all information is entered, click **Save.**

TRAINING SERVICES

The **Training Services** button in the **Training Outcomes** link functions in the same way as the **Employment Service** button in the **Employment Services** link.

Using the **Training Services** button will allow the system to associate a previously scheduled service with an outcome.

For a list of Service Types that can be attached to Training Outcomes please refer to the attached list on page 36 of this guide.
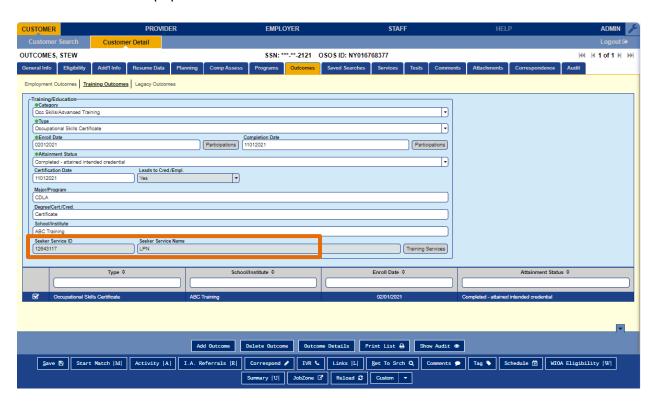
If there have been training services recorded for the customer, they will display in the **Training Services** popup box.

Select the correct service and click **OK**.

The service will then populate the **Seeker Service ID** and **Seeker Service Name** fields.

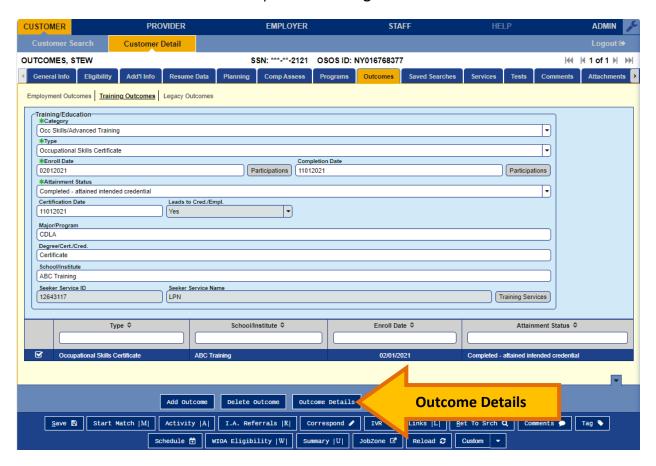# TRAINING OUTCOME DETAILS

The **Outcome Details** button in the **Training Outcomes** link functions in the same way as it does in the **Employment Outcomes** link.

Click the **Outcome Details** button to open the **Training Outcomes Detail** box.
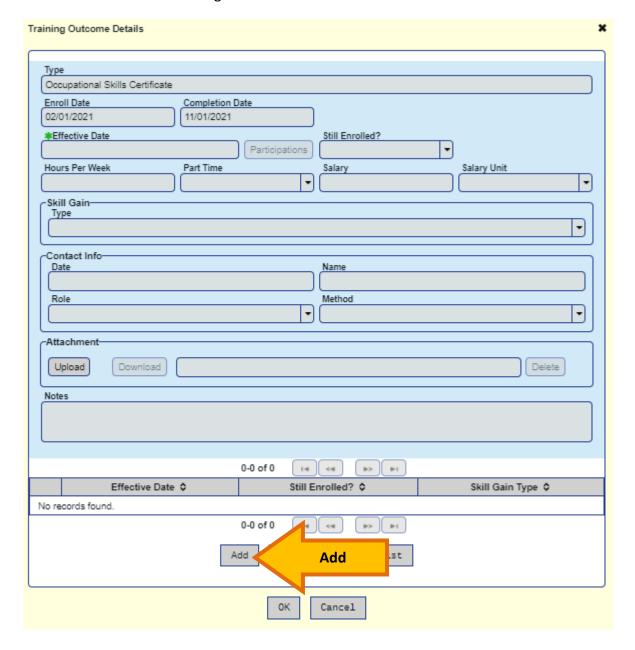
Training Outcomes Detail is where the measurable skill gains which relate to training can be tracked for this performance measure.
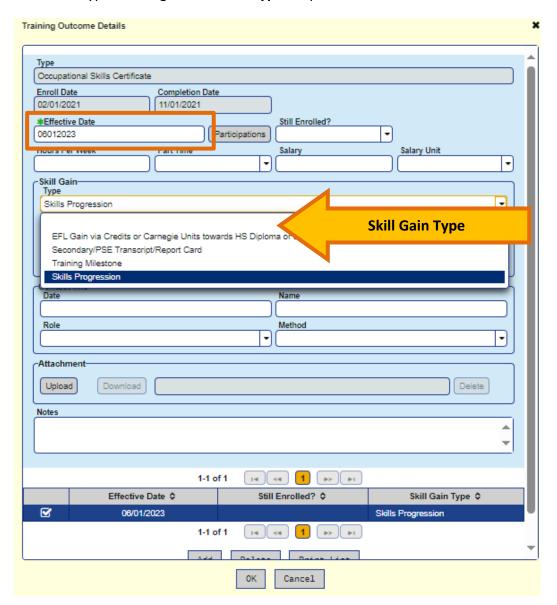
Click **Add** to enter a new skill gain.

Enter the **Effective Date** of the skill gain.

Select the type of skill gain from the **Type** drop-down menu.

Secondary/PSE Transcript/Report Card skill gains will only count positively for Secondary and Post-Secondary Training Types. An EFL Gain skill gain will only count positively for Secondary Training Types.

Enter as much additional information as is known into the other fields.

Use the **Still Enrolled** field to indicate if the customer is still enrolled in training. Whenever know, record **Hours Per Week** and whether the training is **Full or Part Time**.

Salary and **Salary Unit** should be added if the training is an On-the-Job Training because it is then subsidized, and additional funding is provided to the business to assist with paying wages.

The **Contact Info** section is used to document the source of the skills gain information.

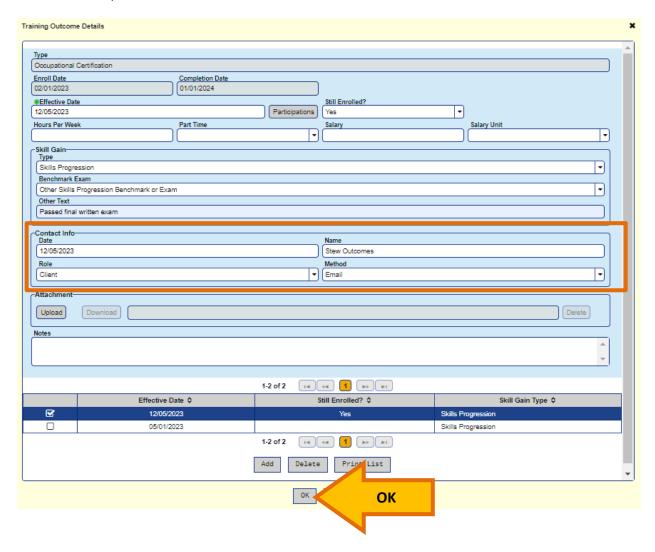*Please Note: Do not use the **Attachment** section in **Training Outcomes Detail**. The Attachments tab in OSOS should be used to upload attachments as appropriate.*

When finished, click **Ok** and then save the customer's record.

More than one Training Outcome Details can be attached to a Training Outcome. Multiple outcome details can be documented to illustrate more than one measurable skill gain customer may receive. For each new instance, click **Add** at the bottom of the screen.

	Effective Date ⬦	Still Enrolled? ⬦	Skill Gain Type ⬦
☐	08/01/2023	Yes	Secondary/PSE Transcript/Report Card
☑	05/01/2023		Training Milestone

1-2 of 2   ◄ ► [1] [►►] [►|]

Add ⬅ **Add**

Each training must reflect one measurable skill gain per program year to count positively. Each training must be updated with an Attainment Status which accurate reflects whether or not the customer completed the training successfully.

RESOURCES AND ASSISTANCE

Technical Advisory 18-06.3 - Primary Indicators for Performance
https://dol.ny.gov/system/files/documents/2024/04/ta-18-06.3-primary-indicators-of-performance-04-22-2024.pdf

TEGL 10-16 Change 3 - Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Core Programs
https://www.dol.gov/agencies/eta/advisories/tegl-10-16-change-3

Additional program information, OSOS guides and other resources can be found at:
Programs & Tools for Workforce Professionals

For further assistance, please contact the OSOS Help Desk:
By phone: (518) 457-6586
By email: help.osos@labor.ny.gov

TRAINING AND EMPLOYMENT SERVICES BUTTONS IN THE OSOS OUTCOMES TABS
AND THE SERVICE TYPES ASSOCIATED

Employment Services
Employment/Internships Not Limited to Summer (Youth)
Work Experience Opportunity (Youth Only)
Job Shadowing (Youth)
Disaster Relief Temporary Job
Pre-Apprenticeship Programs (Youth)
Alternative Work Experience (Youth Only)
Summer Employment/Internships Summer Only (Youth)
Workplace Training
Combined Workplace Learning with Related Instruction (Co-Op Education)
Apprenticeship Training
Transitional Job
Pre-Apprenticeship Program - Individualized/ITA Training (non-Youth)
On-the-Job Training
Other Work Experience Type (Youth)

Training Services
On-the-Job Training
Customized Training
Skills Upgrading and Retraining
Training Programs Operated by the Private Sector
Occupational Skills Training
Combined Workplace Learning with Related Instruction (Co-Op Education)
Academic Learning
English as a Second Language (ESL)
Literacy Training
ABE or ESL in Combination with Training
Prerequisite Training
Apprenticeship Training
Training Programs Operated by the Private Sector
Workplace Training
Entrepreneurial Training
Pre-Apprenticeship Program - ITA Training (Youth Only)Pre-Apprenticeship Program -
Individualized/ITA Training (non-Youth)
Mobility Training
Basic Skills/Life Skills
Work-Related/Job Readiness Training