



# Workforce Issuance

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☒ Policy ☐ Information

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**To:** Chief Elected Officials  
MassHire Workforce Board Chairs  
MassHire Workforce Board Directors  
MassHire Career Center Directors  
MassHire Fiscal Officers  
MDCS Operations Managers

**cc:** WIOA State Partners

**From:** Diane Hurley, Acting Director  
MassHire Department of Career Services

**Date:** May 26, 2023

**Subject:** **WIOA Title I Performance**

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**Purpose:** To notify MassHire Workforce Boards, MassHire Career Center Operators and other local workforce partners of the Commonwealth's policy regarding local WIOA Title I performance.

**Background:** WIOA establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of states and local areas in achieving positive outcomes for individuals served by the workforce development system's six core programs. This policy is concerned with the WIOA Adult, Dislocated Worker, and Youth programs for local workforce boards.

On September 15, 2022, USDOL issued [Training and Employment Guidance Letter No. 10-16, Change 2 Performance Accountability Guidance for Workforce Innovation and Opportunity Act \(WIOA\) Core Programs.](#)

State and Local performance goals are established or reviewed annually.

The State submits proposed goals in the WIOA Massachusetts Combined State Plan. These goals are negotiated with the U.S. Department of Labor Employment and Training Administration (DOL/ETA) for each year using results obtained from the USDOL statistical model.

Per [TEGL 11-19](#): “The local board, the Chief Elected Official, and the Governor must negotiate and reach agreement on local levels of performance for two program years at a time, based on the state’s negotiated levels of performance, no later than September 30 in each year in which state negotiations occur.” Negotiations for local goals will include data provided through the State’s statistical adjustment model.

The Commonwealth has developed this policy for performance accountability requirements for MassHire Workforce Boards in meeting the following WIOA Primary Indicators of performance that have been agreed upon with the local boards:

- The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program (for Title I Youth, the indicator is participants in education, or training activities or employment during the 2nd quarter after exit).
- The percentage of program participants who are in unsubsidized employment during the fourth quarter after exit from the program (for Title I Youth, the indicator is participants in education, or training activities or employment during the 4th quarter after exit).
- The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program.
- The percentage of program participants enrolled in education or training (excluding those in OJT and customized training) who obtain a recognized postsecondary credential, or a secondary school diploma or its recognized equivalent, during participation in or within 1 year after exit from the program.
- The percentage of program participants who, during a program year, are in an education or training component and who are achieving progress, defined as documented gains in academic, technical, or occupational skills leading towards a credential or employment.

**Policy:** Annual performance results are determined in October when the State submits annual performance for the prior fiscal year in the federal ETA 9169 report. At that time, a determination is made regarding local workforce boards that have or have not met their negotiated performance levels.

#### **A. Evaluating Performance**

The extent to which each local area exceeds, meets, or falls below its negotiated performance levels will be examined in the following manner. For each core performance measure, the percentage by which each area met its negotiated performance level will be calculated by dividing the rate achieved by the negotiated performance level. For example, if a local board had a 70% negotiated performance level for the Adult Entered Employment Rate 2<sup>nd</sup> Quarter After Exit and the local area's actual performance was 70%, they would have achieved 100% of their negotiated performance level (.70/.70). If the local area's actual performance was only 35%, they would have achieved only 50% (.35/.70) of their negotiated target level. This percentage of the negotiated level will be referred to as the performance score for each measure.

The following ranges are established to assess performance on individual negotiated goals:

Exceeds – Score of 100.0% or higher of the negotiated performance level

Meets – Score of 80.0% through 99.9% of the negotiated performance level

Fails – Score of less than 80.0% of the negotiated performance level

#### **B. Failure to Meet the Negotiated Levels of Performance**

In accordance with this policy issuance and consistent with performance measurement revisions implemented by USDOL (TEGL No. 10-16 Change 2), local areas will only be measured against the following measures with respect to implementation of a performance improvement plan and/or financial sanction:

For WIOA Adults and Dislocated Workers:

- Entered Employment Rate 2nd Quarter after Exit
- Entered Employment Rate 4th Quarter after Exit
- Median Earnings 2nd Quarter After Exit
- Credential Attainment

- Measurable Skill Gain

For WIOA Youth the measures are:

- Entered Employment/Education Rate 2nd Quarter after Exit
- Entered Employment/Education Rate 4th Quarter after Exit
- Median Earnings 2nd Quarter After Exit
- Credential Attainment
- Measurable Skill Gain

The lowest acceptable performance score is calculated as 80% of these applicable local boards negotiated levels. MassHire Workforce Boards must attain 80% of the negotiated performance level on each measure for performance to be determined acceptable. If a local area falls below the 80% threshold for any one performance measure for two consecutive years, the local board may be subject to sanction.

**References:** [Training and Employment Guidance Letter No. 10-16, Change 2 Performance Accountability Guidance for Workforce Innovation and Opportunity Act \(WIOA\) Core Programs](#)

**Action**

**Required:** Effective Immediately.

**Inquiries:** Please email any questions to [PolicyQA@mass.gov](mailto:PolicyQA@mass.gov)