



LOS ANGELES COUNTY
WIA ADULT AND DISLOCATED WORKER
DIRECTIVE

Final Version

CYNTHIA D. BANKS
 Interim Director

NUMBER: D-DWA-04-029	SUBJECT: PROGRAM PERFORMANCE POLICY FOR WIA ADULT, DISLOCATED WORKER AND ADULT SPECIAL NEEDS PROGRAMS
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TO: ALL WORKSOURCE CENTER AND SPECIAL NEEDS AGENCY DIRECTORS

THIS DIRECTIVE SUPERGEDES DIRECTIVE #D-DWA-04-021

WORKFORCE INVESTMENT ACT (WIA) ADULT, DISLOCATED WORKER, AND ADULT SPECIAL NEEDS PROGRAM PERFORMANCE POLICY

The Program Performance Policy for WIA Adult, Dislocated Worker and Adult Special Needs Programs was approved by the Workforce Investment Board on July 8, 2004 and January 13, 2005. This policy will be applied to FY 2004/2005 in its entirety and subsequent years thereafter.

Performance for the Workforce Investment Act (WIA) Adult, Dislocated Worker, and Adult Special Needs program subcontractors will be evaluated two times during the year, as described in Section II. A performance analysis will take place at the end of the program year. Reobligation/deobligation of funds will be applied for the entire program year in July of the following program year. For the period of July 1 through June 30, of any given program year, the Performance Policy will be applied in July of the following year. The recommendations will be forwarded to the Certification and Quality Committee and to the full WIB in the month of September.

For example, for the period of July 1, 2003 through June 30, 2004, the Performance Policy will be applied in July 2005, and these recommendations will be forwarded to the Certification and Quality Committee and to the full WIB in September 2004.

The evaluation criteria will be in effect upon approval of this policy and will be used to measure the effectiveness of service providers. On a quarterly basis, agency performance will be reviewed against the evaluation criteria contained in this policy. Periodic notification letters will be sent to service providers, informing them of their score based on the point system described in Section III. Actual performance numbers will be compared to the planned numbers found in the service provider's matrix for the second quarter, while third and fourth quarter performance will be evaluated against Department of Labor (DOL) mandated performance measures, as well as the WIB approved cost per placement.

The Workforce Investment Board (WIB) approved the maximum cost per placement criteria for the WIA Adult, Dislocated Worker, and Adult Special Needs Programs, applicable to both Regional Workforce Group (RWG) and non-RWG WIA service providers to establish an efficiency cost.

I. EFFICIENCY COST

Program	Cost Per Placement Not To Exceed
WIA Adult	\$8,500
WIA Dislocated Worker	\$10,900
WIA Adult Special Needs	\$10,000

II. EVALUATION CRITERIA

The evaluation criteria are as follows:

- Enrollment by end of the second quarter
- DOL Performance Measures:
 - (1) Entered Employment Rate
 - (2) Retention Rate
 - (3) Earnings Gain/Replacement Rate
 - (4) Credential Rate
- Maximum Cost Per Placement for WIA Adult (\$8,500), WIA Dislocated Worker (\$10,900), and WIA Adult Special Needs (\$10,000).

III. EVALUATION PERIODS

Quarter 2

At the end of the second quarter, the total number of clients enrolled will be calculated for each service provider. The evaluation period will be from July 1 through December 31. Service providers must attain 80% of the planned total number of enrollments for the second quarter, as indicated in the contract matrix.

DOL performance measures will apply at the end of the second quarter for performance in the *previous program year*. Service providers' performance will be compared to the DOL measures for each of the three WIA programs. Letters will be sent to service providers if these benchmarks are not reached.

Quarter 4

The second evaluation period is the fourth quarter and it covers all performance during the program year, from July 1 through June 30. Service provider performance levels will be reviewed as part of the monitoring desk review. At this point, all the evaluation criteria indicated in Section I above will be applied in calculating the overall performance of each service provider. The cost per placement measure will be applied in addition to the number of clients enrolled, and the DOL performance measures. The criteria will be applied on the basis of the number of clients who exit the programs.

IV. POINT SYSTEM

The point system approach is based on the idea that the overall performance of an organization is determined by performance in a number of different areas. In the private sector, for example, companies need to succeed on multiple dimensions to be

successful overall. The three areas that form the basis for the point system are:

WIA Adult Program

1.	80% enrollments by the end of Quarter 2	2 points
2.	DOL Performance Measures**	4 points
a.	Entered Employment Rate of 72%	(1 point)
b.	Employment Retention Rate of 81%	(1 point)
c.	Earnings Gain (Adult) of \$3,400	(1 point)
d.	Employment and Credential Rate of 50%	(1 point)
3.	Maximum Cost per Placement	4 points

BONUS POINTS

<i>Performance on Earnings Gain is 20% above County's DOL Goal</i>	2 points
<i>Efficiency rate is 20% less than Avg. Cost per Placement</i>	3 points
Total Points Possible	15 points

**State Performance Goals may change based on final EDD notification of Los Angeles County's final negotiated rate.

WIA Dislocated Worker Program

1.	80% enrollments by the end of Quarter 2	2 points
2.	DOL Performance Measures**	4 points
a.	Entered Employment Rate of 79%	(1 point)
b.	Employment Retention Rate of 88%	(1 point)
c.	Earnings Replacement (DW) of 96%	(1 point)
d.	Employment and Credential Rate of 58%	(1 point)
3.	Maximum Cost per Placement	4 points

BONUS POINTS

<i>Performance on Item 2c is 20% above County's DOL Goal</i>	2 points
<i>Efficiency rate is 20% less than Avg. Cost per Placement</i>	3 points
Total Points Possible	15 points

**State Performance Goals may change based on final EDD notification of Los Angeles County's final negotiated rate.

V. APPLICATION OF THE EVALUATION CRITERIA

Application of the point system will result in a total score for each service provider. The following will be implemented to complete the process:

WIA Adult Program

11 – 15 points	Eligible for Reobligation
10 points	Met performance requirements
8 - 9 points	Sanctions (Letter to agency requiring corrective action due within 30 days)
6 - 7 points	Fiscal Probation
5 or less points	Deobligation

WIA Dislocated Worker Program

11 – 15 points	Eligible for Reobligation
10 points	Met performance requirements
8 - 9 points	Sanctions (Letter to agency requiring corrective action due within 30 days)
6 - 7 points	Fiscal Probation
5 or less points	Deobligation

VI. PERFORMANCE EVALUATION OUTCOMES

A. Reobligation

Reobligation will be applied the first quarter of the year following the evaluation period. At the end of the fourth quarter, service providers that earned 11-15 points, as delineated in Section III of this policy, may be eligible to receive additional funds of up to 25% of their initial allocation. Determination of eligibility for additional funds does not guarantee that service provider will receive them, due to limited funding availability, and subject to final WIB approval.

B. Met Performance Requirements

Service provider's performance is at an acceptable level with respect to the WIB and DOL mandated performance measures. No further action is necessary.

C. Sanctions

Upon determination that a service provider does not perform at an acceptable level according to this policy, sanctions may be implemented. At the end of the second quarter, service providers will be notified if they do not meet the 80% enrollment requirement, and/or if they do not meet the DOL performance measures.

At the end of the fourth quarter, agencies may again be subject to sanctions if the point system is applied, and they receive 9 points or less. A letter will be sent to the agency, identifying deficiencies, and requiring submission of a corrective action plan within 30 days. Upon receipt of the corrective action plan, staff will have ten (10) working days to provide a response. Failure to submit a corrective action plan or lack of compliance with the approved corrective action plan may result in fiscal probation.

Agencies subject to sanctions will be required to receive technical assistance to ensure implementation of the corrective action plan. Staff will report to the Certification and Quality Committee the progress/results of the technical assistance.

D. Fiscal Probation

Fiscal probation will consist of holding invoices up to forty-five (45) days until the corrective action plan is approved. All service providers placed on fiscal probation will have thirty (30) days to prepare a corrective action plan. Upon receipt of a corrective action plan, staff will have ten (10) working days to provide a response. If no corrective action is submitted within 30 days, or if agency does not comply with the approved plan, deobligation may be applied.

Agencies subject to fiscal probation will be required to receive technical assistance to ensure implementation of the corrective action plan. Staff will report to the Certification and Quality Committee the progress/results of the technical assistance.

E. Deobligation

Service providers are subject to deobligation of funds if: (1) they are placed on probation and fail to submit a corrective action plan; (2) they are placed on probation and fail to submit a corrective action plan in a timely manner; (3) they submit a corrective action plan but fail to comply with it; (4) they earn 6 or less points at the end of the fourth quarter as delineated in Section III of this policy.

VI. APPEALS

Agencies may appeal the application of the evaluation criteria to the Certification and Quality Committee. Upon notification by CSS staff of their score, service providers will have seven (7) working days to file a letter of appeal. If a letter is not received by staff within this timeline, the score stands, and recommendation(s) will be submitted to the Certification and Quality Committee and the WIB will be notified. All appeals will be considered by the Certification and Quality Committee, and any determination for hearings will be decided at that time. Final approval of the application of the Performance Policy will be made by the WIB.



JOSIE MARQUEZ, Director
Workforce Development Branch

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