



ADMINISTRATIVE BULLETIN NO. 22A

TO: WIA ADULT CONTRACTING AGENCIES  
SUBJECT: PERFORMANCE MEASURES – Common Measures  
EFFECTIVE: JULY 1, 2009

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I. BACKGROUND:

The Workforce Investment Act Section 136 (b)(2) describes the performance indicators for adult programs.

II. POLICY:

For eligible adults the following federal indicators apply:

Measure 1: Entered Employment Rate

*Of those who are not employed at the date of participation:*

The number of adults who have entered employment by the end of the first quarter after exit, divided by, the number of adults who exit during the quarter.

Measure 2: Employment Retention

*Of those who are employed in the first quarter after exit:*

The number of adults who are employed in both the second and third quarters after the exit quarter divided by the number of adults who exit during the quarter. Adult who were not employed the first quarter after exit are excluded from this measure.

### Measure 3: Earnings Increase

*Of those who are employed in the first quarter after exit:*

The total post-program earnings in the second and third quarters after exit divided by the number of participants who exit during the quarter. Adults not employed in the first quarter after exit are excluded from this measure.

### Measure 4: Adult Employment and Credential Rate

*Of adults who received training services:*

The number of adults who were employed in the first quarter after exit and received a federally recognized credential by the end of the third quarter after exit, divided by, the number of adults who exited services during the quarter

In addition, the State of Washington has added the following indicators:

Measure 1: Employment: All adults who exit the program regardless of their employment status at participation, and are not enrolled in school in the third quarter after exit divided by all adults who exit the program.

Measure 2: Earning: Rank earnings for those people who exit the program who have earnings in the third quarter after exit, rank earnings from highest to lowest and determine median quarterly earnings. Annualize the quarterly median wage by multiplying times four.

Measure 3: Credentials: All adults who exit the program divided by the number who attained a state recognized credential within three quarters after exit.

Measure 4: Participant Satisfaction: Satisfaction rate is based on State Workforce Training and Education Coordinating Board phone survey using a sample drawn from all adults who exit the program. The following two questions are asked, 1) “To what extent did you meet your educational objectives as a result of your enrollment” and

2) "Overall, would you say you were "very satisfied", "somewhat satisfied", "somewhat dissatisfied", or "very dissatisfied" with the training program?"

*Of those adults who exited and responded to the survey in the 3<sup>rd</sup> quarter after exit:*

The number of respondents very satisfied or somewhat satisfied, divided by, the number of respondents

III. CUSTOMER SATISFACTION:

Customer satisfaction for participants and employers.

IV. ACTION REQUIRED:

Contractors shall insure that appropriate documentation is maintained to justify the types of outcomes taken for participants.