

SAN JOAQUIN COUNTY WORKNET EMPLOYMENT AND ECONOMIC DEVELOPMENT DEPARTMENT POLICIES AND PROCEDURES DIRECTIVE

DIRECTIVE NO.	EFFECTIVE DATE	APPLICABILITY	PAGE
24-15	November 13, 2024	CMD	1 of 9
SUBJECT: ENTERING PROGRAM SERVICES AND PERFORMANCE INFORMATION			

I. PURPOSE

The purpose of this directive is to establish the procedures regarding the correct entry of Workforce Innovation and Opportunity Act (WIOA) program services and performance measure data in a timely manner. This policy applies to WIOA programs and grant programs using CalJOBS.

II. GENERAL INFORMATION

The WIOA strives to ensure federal investments in employment and training programs are evidence-based, data-driven, and accountable to participants and taxpayers. All Employment and Economic Development Department (EEDD) administered WIOA programs are required to report on the following performance indicators through CalJOBS.

- Employment Rate – 2nd Quarter After Exit
- Employment Rate – 4th Quarter After Exit
- Median Earnings – 2nd Quarter After Exit
- Credential Attainment
- Measurable Skill Gains
 - Educational Functioning Level
 - Secondary School Diploma
 - Transcript/Report Card
 - Progress Towards Established Milestones
 - Skills Progression (Passage of an Exam)

Definitions

Activity Code: The number and name representing the service provided. The activity codes that display for selection align with the customer group selected.

Employment Rate – 2nd Quarter (Q2) after Exit: The percentage of participants who are in unsubsidized employment (and/or education for Youth participants) during the second quarter after program exit. Youth in AmeriCorps or Job Corps programs in the second quarter after exit are counted as a positive in the numerator.

Employment Rate – 4th Quarter (Q4) after Exit: The percentage of participants who are in unsubsidized employment (and/or education for Youth participants) during the fourth quarter after program exit. Youth in AmeriCorps or Job Corps programs in the second quarter after exit are counted as a positive in the numerator.

Median Earnings – 2nd Quarter after Exit: The median earnings of program participants who are in unsubsidized employment during the second quarter after program exit.

Credential Attainment: The number of participants enrolled in an education or training program (excluding On-the-Job Training [OJT] or customized training) who attain a recognized postsecondary credential or a secondary school diploma or its recognized equivalent, during participation or within one year of program exit. The successful completion of a training program does not mean a credential was attained. The participant must have completed the training, fulfilled all requirements to receive the credential (e.g., passage of credential exam), and provided credential verification.

Measurable Skill Gains (MSG): MSGs track a participant's interim progress up to the end of the program year. An MSG is meant to capture important education or training progressions based upon "real time." It is not an exit-based performance indicator, which enables subrecipients to track and report progress and performance for participants while they are in the program. For the MSG performance indicator, a new period of participation is counted each time a participant receives a training or education service during the program year (July 1-June 30), so if a participant begins training or education in May and completes in August, the participant must have an MSG for both program years.

The five MSG types require documentation contingent upon the type of training or education for which the participant is enrolled. While multiple MSGs can be attained in a program year, only the most recent MSG per period of participation per program year will be factored into the performance measure.

The five MSG measures are:

- **Educational Functioning Level:** Achievement of an increase of at least one educational functioning level for a participant receiving instruction below the postsecondary level.
- **Secondary School Diploma:** Achievement of a secondary school diploma or its recognized equivalent.

- **Transcript/Report Card:** Secondary or postsecondary transcript or report card that documents the participant as meeting the state's academic standards outlined by the CDE.
- **Progress Towards Established Milestones:** A satisfactory or better progress report from the OJT employer or training provider documenting progress of meeting established benchmarks. Milestones should be established in advance of the education or training program, or in advance of the program year being measured, to qualify as an "established milestone."
- **Skills Progression (Passage of an Exam):** Successful passage of a knowledge-based exam that is required to document progression of trade or training-related benchmarks.

For more information about performance measures and how they are calculated, staff should refer to [WSD23-03](#), Performance Guidance.

References

- [Workforce Innovation and Opportunity Act \(Public Law 113-128\), Section 116](#)
- [Title 20 Code of Federal Regulation \(CFR\) Part 677](#): Performance Accountability under Title I of the Workforce Innovation and Opportunity Act (Joint Guidance)
- [Training and Employment Guidance Letter \(TEGL\) 10-16, Change 2](#), Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Core Programs
- [WSD18-02](#), Data Change Request Form Procedure
- [WSD23-03](#), Performance Guidance
- [WSD23-07](#), Eligibility for State Funded Grant Programs
- [WSD24-05](#), CalJOBS Activity Codes
- [EEDD PPD 23-11, Follow-Up](#)
- [EEDD PPD 23-04, WIOA Data Validation Source Documentation](#)

III. **POLICY**

It is the policy of the EEDD that staff must ensure CalJOBS activity codes are used correctly to accurately document services provided, and program performance information is entered in a timely manner in accordance with the policies and procedures set forth in this directive.

Federal law and state policy require the collection of accurate performance data. State policy requires the information for all WIOA and state funded grants must be entered in CalJOBS.

IV. PROCEDURE

Entering CalJOBS Activity Codes

The use of activity codes has a direct relationship to federal reporting and WIOA performance indicators and should be evaluated closely to ensure the service provided aligns with the definition of the activity code selected for entry into CalJOBS. Staff must ensure that they are using the correct activity code for the service provided (see [WSD24-05](#), attachment 1), activity begin and end dates are correct, and that activities are closed appropriately. When an activity code is entered into CalJOBS, staff must also enter a case note. The subject line of the case note must include the activity code number it is referencing, and the case note should clearly document services provided and support the specific activity code being used. For more information about case note requirements, staff should refer to the WIOA Data Validation Source Documentation PPD 23-04.

A. Activity Code Dates

To ensure performance data is accurately reported, CalJOBS activity code begin and end dates must be entered as follows:

1. Projected Begin Date/Scheduled Date: The planned start date for the service. This is only required if the service is planned for a future date.
2. Actual Begin Date/Actual Service Date: The first date of the service. This is not required if the service is planned for a future date. For training, Work Experience, or education services, the Actual Begin Date is considered the first day the participant attends the training, work experience, or education service (either virtually or in person) as described in the ITA or contract. Begin dates are not based on training plan dates, case management phases, semester dates, interview dates, training voucher dates, supportive service dates, etc.
3. Projected End Date: The anticipated last date of the service.
4. Actual End Date/Actual Service Date: The last date of the service. For training or education services, the Actual End Date is the last date the participant attended any service provided as part of the training program, work experience, or education service as described in the ITA or contract. End dates are not based on training plan dates, case management phases, semester dates, date last paycheck was given, training voucher dates, supportive service dates, etc.

B. Service and Training Provider Information

Service and training provider information must be entered completely and accurately to ensure performance data is reported accurately.

1. **Provider:** The service or training provider delivering the service. This field is required for training and education services. The information for this field pulls from the training or education provider/program profile in the system.
2. **Service, Course or Contract:** The name of the service or course (training program). This field is required for training and education services. The information for this field pulls from the training or education provider/program profile in the system.
3. **Occupational Training Code:** The occupation code associated with the service or course (training program). This field is required for training and education services and must be completed. For ETPL approved training, the information for this field pulls from the training program profile in CalJOBS, but for non-ETPL training, the case manager must complete it with the correct Occupational Training Code.
4. **Total Enrollment Cost:** Total cost of training program, including books, tools, and other costs. The information for this field pulls from the training or education provider/program profile in the system. This information is only required when the participant attends a training or education program.
5. **Financial Aid:** Federal or state educational grant funds used to help a student pay for education. For training and education services, the receipt of Pell Grant funds is required to be reported. If an individual receives Pell Grant funds, the information is required to be entered into the Financial Aid section of the CalJOBS activity code or in the Public Assistance section of the program application.

NOTE: If staff notes any incorrect information pulled into CalJOBS activity fields from the training or education provider/program profile in the system, they should notify their supervisor immediately.

C. Closing Activities

Staff must close activities with the correct completion status immediately when a participant completes an activity. Staff must make every effort to ensure activities are not closed by the system. Completion codes indicate the outcomes of the service. The following options are available:

- a. **Successful Completion:** Service was provided and completed successfully.
- b. **Unsuccessful Completion:** Service was provided but was not completed successfully for reasons other than dropping out of the service.
- c. **Dropped Out:** Service was started but was not completed successfully due to the participant dropping out of the service.

- d. **System Closed:** Service closed by the system due to inactivity. The service is automatically closed when the completion status is not updated within 30 days of the Projected End Date, or an Actual Begin Date is not entered within 30 days of the Projected Begin Date. To ensure data is reflected and reported accurately, staff should ensure that the activity code is closed appropriately, which includes verifying the Actual End Date, Completion Code, and school status on the last day of service (for Youth participants) is accurate. If an activity is closed by the system, staff must inform their supervisor, so a Data Change Request (DCR) can be submitted to request the activity be closed appropriately.
- e. **Void:** The service was entered incorrectly and cannot be corrected via a DCR, the service was added to the wrong program application, or the service was not provided to the individual. Activity codes that are voided are not reported to the DOL and do not extend the exit clock. There should be a minimal number of activity codes voided. Please note that the ability to void an activity code is based on system privileges. For more information on the DCR process, please see *Data Change Request Form Procedure* ([WSD18-02](#)).

D. Performance Information

To ensure accurate program performance data is available for WIOA participants and those of any state funded grant program, all information must be entered in a timely matter as follows:

1. Employment Rate – 2nd Quarter After Exit, Employment Rate – 4th Quarter After Exit, and Median Earnings – 2nd Quarter After Exit

While this information may be added to CalJOBS through direct Unemployment Insurance (UI) wage record match, staff should not assume it will be. There are circumstances where obtaining employment and wage information through follow-up will be the only means of ensuring accurate performance data is available in CalJOBS. The follow-up information for each quarter must be entered on the Follow Up ribbon for the correct program application and documented in CalJOBS on or before the end of the respective quarter. Supervisors will review follow-up completion reports to determine if case managers are completing follow-up as directed by this policy. Unless the participant qualifies for an exclusionary exit or cannot be reached for follow-up, follow-up must be completed. If a participant requests no follow-up contact, staff must respect the request but should still attempt to complete follow-up fields through other means, such as communication with employer or training provider.

If a case manager does not complete the employment information during the follow-up period or lacks a necessary case note detailing the reasons mentioned above, the following protocol will be enforced:

- a. For the first and second instances of late completion or failure to complete and document follow-up entries, the case manager will receive a warning.
- b. Upon a third violation, the case manager's supervisor or division manager will note the deficiency in the case manager's next performance review and place a letter of reprimand in their personnel file.

For additional guidance and detailed procedures on the follow-up process and required documentation, staff should refer to [EEDD PPD 23-11, Follow-Up](#) and [EEDD PPD 23-04, WIOA Data Validation Source Documentation](#).

2. Credential Attainment

Participants may earn a credential within one year of program exit or during participation. Case managers with participants enrolled in training should maintain contact with the participant and the training provider throughout the training program to ensure they are able to collect all required performance information. If a participant exits WIOA or the state funded grant program prior to receiving the credential, the information must be obtained after exit. This is typically done through the follow-up process, but it may be completed before if the information becomes available. Case managers are required to document the credential on the Credential ribbon for the correct program application in CalJOBS. A credential must be linked to the relevant training activity in CalJOBS. For participants who earn their credential prior to exit, this must be entered within 30 days of earning the credential. For participants who earn their credential after program exit, the Credential ribbon must be completed and required documentation collected on or before the 4th quarterly follow-up is completed. Supervisors will check reports to identify any missing credentials. Case managers are required to document in the case file under the following circumstances:

- A participant drops out of training or is unsuccessful.
- A participant is eligible for an exclusionary exit.
- A participant cannot be reached for follow-up.

If a case manager does not complete the Credential ribbon in the follow-up period or lacks a necessary case note detailing the reasons mentioned above, the following protocol will be enforced:

- a. For the first and second instances of late submission or failure to submit credential entries (assuming the credential was obtained during participation), the case manager will receive a warning.
- b. Upon a third violation, the case manager's supervisor or division manager will note the deficiency in the case manager's next performance review and place a letter of reprimand in their personnel file.

For additional guidance and detailed procedures on the follow-up process and required documentation, staff should refer to [EEDD PPD 23-11, Follow-Up](#) and [EEDD PPD 23-04, WIOA Data Validation Source Documentation](#).

3. Measurable Skill Gains (MSGs)

MSGs track a participant's interim progress up to the end of the program year. They are intended to capture important education or training progressions based upon "real time." It is not an exit-based performance indicator and MSG information must be entered in the Measurable Skill Gain ribbon of CalJOBS and properly documented while they are in the training program within 30 days from the date earned by the participant. Because a new period of participation is counted each time a participant receives a training/education service during the program year, if a training program spans multiple program years, at least one MSG must be entered for each program year a participant receives training or an education service. Supervisors will check reports to identify any missing MSGs. Case managers are required to document in the case file under the following circumstances:

- A participant drops out of training or is unsuccessful.
- A participant is eligible for an exclusionary exit.

If a case manager does not complete the MSG ribbon within 30 days of a participant earning an MSG, the following protocol will be enforced:

- a. For the first and second instances of late or incomplete entry of MSG the case manager will receive a warning.
- b. Upon a third violation, the case manager's supervisor or division manager will document the continued insufficiency in the next performance evaluation and place a letter in the case manager's personnel file.

Staff should refer to [EEDD PPD 23-04, WIOA Data Validation Source Documentation](#) to ensure all performance information is supported with the appropriate documentation on file.

E. File Review

Case managers must review participant case files in CalJOBS monthly. If the case manager finds an error, they should collaborate with their supervisor to submit a DCR to rectify the error. If the DCR is denied, they must add a case note indicating a DCR was submitted and denied and upload both the denial email and the DCR to the participant's CalJOBS file for documentation purposes. If a DCR pertains to multiple participant cases, it must be redacted to include only the information relevant to the specific participant.

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V. QUESTIONS REGARDING THIS DIRECTIVE

May be referred to the Executive Director of EEDD via Managers or designee.

VI. UPDATE RESPONSIBILITY

The Executive Director of EEDD and/or designee shall be responsible for updating this directive, as appropriate.

VII. APPROVED



PATRICIA VIRGEN
EXECUTIVE DIRECTOR

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