WIOA Primary Indicators of Performance and Outcomes
OSOS Guide
# TABLE OF CONTENTS

- TABLE OF CONTENTS ................................................................................................................................. 1
- BACKGROUND .......................................................................................................................................... 2
- PURPOSE ................................................................................................................................................ 2
- PRIMARY INDICATORS OF PERFORMANCE ............................................................................................. 3
  - EMPLOYMENT RATE – 2ND/4TH QUARTER AFTER EXIT ........................................................................ 3
  - MEDIAN EARNINGS ................................................................................................................................. 3
  - CREDENTIAL ATTAINMENT .................................................................................................................. 4
  - MEASURABLE SKILL GAINS ................................................................................................................... 4
  - BUSINESS INDICATORS - EFFECTIVENESS SERVING BUSINESSES ................................................ 6
- OUTCOMES TAB ......................................................................................................................................... 7
- EMPLOYMENT OUTCOMES TAB .................................................................................................................. 8
  - EMPLOYMENT SERVICES ....................................................................................................................... 19
  - ENTERING WAGE DATA ....................................................................................................................... 22
  - OUTCOME DETAILS .............................................................................................................................. 25
- TRAINING OUTCOMES TAB ...................................................................................................................... 30
  - TRAINING SERVICES .............................................................................................................................. 36
  - OUTCOME DETAILS .............................................................................................................................. 39
- RESOURCES AND ASSISTANCE .................................................................................................................. 43
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 in order 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 considered to be 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.
OUTCOMES TAB
Data should no longer be recorded in the Outcomes tab. Information recorded in this tab is not being used for performance reporting anymore.

Do not enter data in the Outcomes tab. Enter all outcome information in the Employment Outcomes and/or the Training Outcomes tabs.
EMPLOYMENT OUTCOMES TAB
After locating the correct customer record, navigate to the Services window and click on the Empl. Outcomes tab.

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 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 tab.

If there is no OSOS record for the employer, an OSOS Error Message will display, 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.
If the customer record indicates that the customer has a disability, the **Work Setting** field will also be displayed. Staff should use this drop-down menu to indicate if the customer has obtained employment in an integrated environment or in a supported employment environment.
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 drop-downs ask the following questions:

- **Training Related**: Is the employment related to training?
- **Non-Traditional**: Is the employment considered non-traditional? A non-traditional 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.

Note: 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 44 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** Field.
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 **Empl. Outcomes** tab.

Please refer to [TEGL 26-16](#) 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**. Once again, please record as much information as you can on this screen to ensure the most accurate reflection of the customer's wages.
OUTCOME DETAILS
At the bottom of the Employment Outcomes tab, click the Outcome Details button. This button will display the Employment Outcome Details webpage dialog box.
The Employment Outcome Details webpage dialog box is now displayed. Data for the Employed after 2nd and 4th Quarter after Exit measures will be entered here. Skills progression related to employment will also be documented in Employment Outcome Details for the Measurable Skill Gains performance measure. The employment Type, Start Date, and End Date will autofill from the previous screen.

Staff must enter the Date or the date the information was collected. They will also need to indicate if the customer is still employed and has advanced to a new position within the company. Although it is not required, it is crucial to record Hours Per Week, whether the position is Full or Part Time, Salary, Salary Unit, O'Net, and Job Title. This information is pertinent because it ensures staff are documenting appropriate follow up for customers.
More than one Employment Outcome Details Record can be attached to an Employment Outcome. For instance, an outcome detail for employment may be added for the second quarter after exit and another for the fourth quarter after exit. For each new instance, click **Add** at the bottom of the screen.
Enter all known information regarding the customer's skill gain relating to this employment. 

*Data must be recorded in the Skill Gain box for this customer to count positively in the Measurable Skill Gains performance measure.*
The **Contact Info** section is used to document the source of the skill gain information.

Please Note: While there is an **Attachment** section in **Employment Outcomes Detail**, this is not to be utilized by staff until further guidance is provided regarding the appropriate use of this tool.

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

Prior to the new outcome tabs in OSOS, selecting "Yes" in the Enrolled in Education field in the Services Window, Enrollments Tab or entering a training service were the only methods for inclusion in training related outcome measures as seen in the screen below. This is no longer necessary. Staff must still record training services in the Services window, Services tab. However, now, training related outcomes can be recorded in the Training Outcomes Tab. The Training Outcomes tab gives staff the ability to attach outcomes to training services and capture more detailed information about the outcomes related to the training service that was provided.
Training Outcomes are entered in the **Training Outcomes** tab (displayed in OSOS as **Trng. Outcomes**) of the **Services** window of 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:

<table>
<thead>
<tr>
<th>Category</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Secondary Education</td>
<td>High School Diploma</td>
</tr>
<tr>
<td></td>
<td>GED or HS Equivalency</td>
</tr>
<tr>
<td></td>
<td>Continuation or Alternative School</td>
</tr>
<tr>
<td>Post Secondary Education</td>
<td>AA or AS Diploma/Degree</td>
</tr>
<tr>
<td></td>
<td>BA or BS Diploma/Degree</td>
</tr>
<tr>
<td></td>
<td>Graduate/Post Graduate</td>
</tr>
<tr>
<td>Occ Skills/Advanced Training</td>
<td>Occupational Skills Licensure</td>
</tr>
<tr>
<td></td>
<td>Occupational Skills Certificate</td>
</tr>
<tr>
<td></td>
<td>Other Recognized Diploma, Degree, or Certificate</td>
</tr>
</tbody>
</table>
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. 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

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.

*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.

![Warning icon]

*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 tab functions in the same way as the Employment Service button in the Employment Services tab.

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 44 of this guide.
If there have been employment services recorded for the customer, they will display in the **Training Services** webpage dialog box.

Select the correct service and click **OK**.
The service will populate the **Seeker Service ID** Field.
OUTCOME DETAILS
The Outcome Details button in the Trng. Outcomes tab functions in the same way as it does in the Empl. Outcomes tab.

Click the Outcome Details button to open the Training Outcomes Detail webpage dialog box.
Training Outcomes Detail is where the measurable skill gains which relate to training can be tracked for this performance measure. Enter an Effective Date.

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

Enter as much additional information as is known into the other fields. Staff will need to enter the Effective Date. The Effective Date is the date the customer completed training or passed a licensing exam and cannot be later than the Training Completion date. They will also need to indicate if the customer is still enrolled in training. Although it is not required, it is crucial to record Hours Per Week, whether the training is Full or Part Time, Salary, and Salary Unit. This information is helpful 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.

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

Data must be recorded in the Skill Gain box for this customer to count positively in the Measurable Skill Gains performance measure.
The **Contact Info** section is used to document the source of the skills gain information.

Please Note: While there is an **Attachment** section in **Training Outcomes Detail**, this is not to be utilized by staff until further guidance is provided regarding the appropriate use of this tool.

When finished, click **Ok** and then save the customer’s record.
RESOURCES AND ASSISTANCE

Technical Advisory 18-k- Primary Indicators for Performance

TEGL 10-16 Change 1 - Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Core Programs

Additional program information, OSOS guides and other resources can be found at:
https://labor.ny.gov/workforcenypartners/osos.shtm

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