

DEPARTMENT OF CHILDREN AND FAMILIES
DIVISION OF FAMILY AND ECONOMIC SECURITY
ADMINISTRATOR'S MEMO SERIES

ACTION
 NOTICE **12-01 REVISED**

ISSUE DATE: 01/25/2011
REVISED DATE 02/15/2012
DISPOSAL DATE: 12/31/2012

*PROGRAM CATEGORIES:

AS FM ML TR
 CC FL NA W-2
 CS IT RA WIA
 CF JC TC
 CR LM TA

To: W-2 Agency Directors

From: Kristiane Randal /s/
Division Administrator

RE: Revised Balance of State (BOS) Updated 2010-2012 Performance Standards.

See Revised language in red.

BACKGROUND:

Administrator's Memo 11-02 was released March 14, 2011 and revised again May 18, 2011 and provided the performance standard information map changes that have occurred during this current contract for all agency types.

Performance standard information maps describe the performance standards to which Wisconsin Works (W-2) agencies are subject. The Balance of State (BOS) Appendix B-1 information map which was attached to the W-2 contract had six required standards.

Required Standard	Available Master Scale Points
Job Entry	30 points
Earnings Stabilization	25 points
Customer Satisfaction Survey	20 points
Educational Attainment	10 points
Success of Job Skills Training	10 points
SSI/SSDI Receipt	5 points

In late May 2011, several BOS agencies reported that some participants who obtained SSI/SSDI were not being counted as a success in the numerator of the SSI/SSDI Receipt performance standard. This report problem has been traced back to a problem with the file that is received from the Social Security Administration (SSA). After several months of attempting to resolve the report data problem, the Department decided that for the 2010-2012 contract period the SSI/SSDI Receipt performance standard will be removed as a required standard for all BOS agencies. We will continue to work with SSA to find a data source that captures all participants for future reports.

NOTIFICATION:

The BOS required performance standard information map has been updated to reflect changes to the performance standards for 2010-2012:

Appendix B-1: Required Performance Standards for BOS

- Removed SSI/SSDI Receipt performance standard.
- Changed Success of Job Skills Training available Master Points from 10 to 15 points.

The new Master Scale for the BOS information map has five standards totaling 100 points. The SSI/SSDI Receipt performance measure had 5 points available. The 5 points that had been available to the SSI/SSDI Receipt standard have been added to the Success of Job Skills Training performance standard. This increases the Success of Job Skills Training master points from 10 points to 15 points. With this change the points associated with the Success of Job Skills Training now aligns with the points for the same standard for the Milwaukee W-2 Employment Agencies (WEA).

New BOS Required Performance Standards and Master Point Scale:

Required Standard	Available Master Scale Points
Job Entry	30 points
Earnings Stabilization	25 points
Customer Satisfaction Survey	20 points
Educational Attainment	10 points
Success of Job Skills Training	15 points

New BOS Success of Job Skills Training Measurement Scale:

Achievement Level	Old Points	Revised Points
Exceed = 65% or higher	10	15
Satisfactory = 52 – 64%	8	12
Needs Improvement = 42 – 51%	6	9
Fail or Zero Cases = Below 42%	0	0

The BOS performance standard information map is attached. All information maps can be found at: http://dcf.wisconsin.gov/w2/performance_standards/1011/default1011.htm

CONTACT: Balance of State: Bureau of Regional Operations

Attachment:

Appendix B-1: [Required Performance Standards for the Balance of State W-2 Agencies \(BOS\)](#)