

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program Name: Vocational Rehabilitation (VR)

Policy Number: VR-2.11-v1

Effective Date: January 29, 2021

Last Revision: January 29, 2021

CHAPTER 2: Client Information and Case Requirements

Section 2.11: Measurable Skills Gain (MSG) and Credential Attainment Reporting

I. Policy Statement

This policy provides the guidelines on how to identify, record, and report Measurable Skills Gain (MSG) and credential attainment as required by the Workforce Innovation and Opportunity Act (WIOA) for the purpose of tracking the client's progression in obtaining and achieving the employment goal as listed in their most current and approved Individualized Plan for Employment (IPE).

II. Authority

Authority for policies contained in this document includes the following:

- Workforce Innovation and Opportunity Act (WIOA), 29 U.S.C. § 3101 et seq.
- Title IV Amendments to the Rehabilitation Act of 1973, 29 U.S.C. § 701 et seq.
- State Vocational Rehabilitation Services Program, 34 C.F.R. §
 - What are the primary indicators of performance under the Workforce Innovation and Opportunity Act 361.155(a)(1)(v), (2)(c)(5)
- United States Department of Education, Office of Special Education and Rehabilitative Services, Policy Directive RSA-PD-16-03, Instructions for the Completion of the Case Service Report (RSA-911) for the State Vocational Rehabilitation Services Program and the State Supported Employment Services Program,
 - Use of RSA-911 Data,
 - Data Reporting Requirements, and
 - Supporting Documentation
- United States Department of Education, Office of Special Education and Rehabilitative Services, Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Programs Technical Assistance Circular, RSA-TAC-17-01,
 - Primary Indicator Performance (D) and(E)
 - D. Credential Attainment
 - E. Measurable Skills Gains

- A.R.S. §§ 23-502 and 503
- Arizona Administrative Code, Title 6, Chapter 4.

III. Applicability

This applies to all VR cases where MSG leading toward credential attainment must be documented in the client's ECF. The client must provide documents to confirm any MSG and credential attainment as requested by the VR staff.

IV. Standards

- A. MSG is used to measure the short-term progress of clients enrolled in education or training services for a specific period.
- B. MSG is intended to record milestones throughout the life of the case and should not be used as an exit based measure when the case concludes.
- C. VR staff must record the milestones of clients that are:
 - 1. In an education or training program that leads to a verified postsecondary credential, and
 - 2. Already achieving academic, technical, occupational, or other forms of progress, towards a credential or employment.
- D. The types of achievements for MSG accepted by VR are as follows:
 - 1. Achievement of at least one educational functioning level (EFL) (Refer to IV. E below).
 - 2. Attainment of a secondary school diploma or its recognized equivalent,
 - 3. Completion of a secondary or postsecondary educational program,
 - 4. Completion of a sufficient number of hours as required by the State's academic standards,
 - 5. Satisfactory or better progress in an On-the-Job Training (OJT), registered apprenticeship or customized training programs that results in a certification, promotion or pay raise.
 - 6. Successful passing of an exam required for a specific occupation, or,
 - 7. Demonstrated progress in attaining technical or occupational skills as evidenced by trade-related benchmarks.
- E. EFL gains are achieved by one of the following:
 - 1. Increased level gains in specific subject areas in Adult Basic Education (ABE), Adult Secondary Education (ASE), or English as a Second

Language (ESL) programs based on standardized tests administered at pre-test (entry) compared to at post-test (exit).,

2. Credits awarded from high school level courses to move up levels in Adult Basic Education (ABE), or
 3. Entry into a postsecondary education or training program while the case is open.
- F. Documentation of MSG achievements recognized and accepted by VR include the following:
1. Confirmation of skills gains related to reading, writing, math, and English proficiency that meets the State's academic standards,
 2. Recognized assessments in the national reporting system for adult education at www.nrsweb.org,
 3. Secondary School Diploma or State recognized equivalent,
 4. Transcript or report card from public secondary and postsecondary education program,
 5. Certificate of completion or successful passage of a remedial training program and coursework necessary to to gain competitive integrated employment,
 6. Satisfactory progress report of a completed OJT and documented skills obtained for the specific employment,
 7. Yearly (or determined timeframe) progression in a registered apprenticeship program,
 8. Documented indicators through a Customized Training program,
 9. Proof of mastering jobs, increased pay, or performance resulting in newly acquired skills,
 10. Results showing passing results of of a registered apprenticeship exam, an employer required knowledge-based exam, or industry or occupational competency assessments, and
 11. Copy of credential obtained after passage of equivalent exam required for a specific occupation/industry.
- G. The IPE must list the education or training program in order to document the MSG and credential attainment.
- H. Credential attainment is the earning of a secondary diploma (or its recognized equivalent) or a recognized postsecondary credential, during the client's participation in VR services or within one (1) year after exit from the VR program.

- I. VR must document the credential attainment of clients enrolled in an education or training program (excluding those in OJT) and customized training) that achieved a secondary diploma (or equivalent) or a postsecondary credential.
- J. Credential attainment also includes certification for completing education or training of measurable technical or industry/occupational skills necessary to achieve employment or advance within an industry or occupation.
- K. Documentation of credential attainment recognized and accepted by VR include the following:
 - 1. Secondary school diploma or equivalent,
 - 2. Copy of school record or transcript,
 - 3. Associates, Bachelor's, or Graduate college degrees,
 - 4. Occupational licenses,
 - 5. Occupational certificates including registered apprenticeships professional industries, and career and technical education certificates,
 - 6. Other certificates of specific industry/occupational skills completion necessary to qualify for entry-level or advancement in employment.
- L. Documentation for completion of any general skills training does not meet the criteria of a MSG or credential attainment and will not be accepted by VR.
- M. All MSG and credential attainment documentation must be scanned in the ECF within three (3) calendar days of receipt prior to entering Quarterly WIOA data.
- N. The Quarterly WIOA documentation form must be completed and certified at the end of each quarter during the RSA program year (July to June).
- O. The VR Counselor must record and certify the client's MSG and credential attainment on the Quarterly WIOA documentation form in Libera by the end of each reporting quarter.
- P. In instances when the client has not achieved a MSG and credential attainment during the reporting quarter, the Quarterly WIOA documentation must still be certified by the VR Counselor.
- Q. RSA Data Unit must calculate the percentage of clients who achieved MSG and credential attainment on a quarterly and annual basis for federal reporting purposes.

V. Procedure

- A. Refer to section IV, C, F, I, L through O.
- B. Refer to Standard Work, (if available).

- C. Refer to MSG FAQs (available on RSA SharePoint site)

VI. Documentation Requirements

The client's electronic case file shall include the following:

- A. Refer to IV, F and K above.