

ARIZONA DEPARTMENT OF ECONOMIC SECURITY

Program Name: Vocational Rehabilitation

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CHAPTER 2: Client Information and Case Requirements

Section 2.11: Measurable Skill Gains (MSG) Reporting

I. Policy Statement

This policy provides guidelines for documenting and reporting Measurable Skill Gains (MSG) as a performance indicator, as required by the Workforce Innovation and Opportunity Act (WIOA). WIOA assesses the effectiveness of the Vocational Rehabilitation (VR) program's ability to achieve positive employment outcomes through the reporting of MSGs as a performance indicator.

II. Authority

Authorities for policies contained in this document include 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. §
 - 361.155 What are the primary indicators of performance under the Workforce Innovation and Opportunity Act
- 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(b);
 - Primary Indicators of Performance
 - E. Measurable Skills Gains
- A.R.S. §§ 23-502 and 503

- Arizona Administrative Code, Title 6, Chapter 4.

III. Applicability

This policy applies to all VR cases where a client is enrolled and participating in an education or training program, during any VR program year, that leads to the achievement of a recognized postsecondary credential or employment outcome as listed on the client's Individualized Plan for Employment (IPE).

IV. Standards

A. General Provisions

1. Section 116 of WIOA establishes performance accountability indicators and performance reporting requirements to assess the effectiveness of states and local areas in achieving positive outcomes for clients served by VR programs. VR must report and collect data on MSG attainment based on the definitions and documentation requirements of Section 116 of WIOA.
2. The MSG indicator is the percentage of all clients who, during a VR program year, are in an education or training program that leads to a recognized postsecondary credential or employment, and who are achieving documented academic, technical, occupational, or other forms of progress, toward such a credential or employment.
3. Depending on the type of education or training program a client is enrolled in, an MSG documented progress is defined as one of the following:
 - a) Documented achievement of at least one educational functioning level of a client who is receiving instruction below the postsecondary education level,
 - b) Documented attainment of a secondary school diploma or its recognized equivalent,
 - c) Secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows the client is meeting academic standards,
 - d) Satisfactory or better progress report, towards established technical or industry/occupational milestones from an employer or training provider who is providing training, or
 - e) Successful passage of an exam that is required for a specific occupation or progress in attaining technical or occupational skills

as evidenced by trade-related benchmarks, such as knowledge-based exams.

4. The MSG performance indicator is a “real-time”, non-exit-based indicator designed to measure in-progress skill gains made by all clients enrolled in education and training programs.
5. The performance reporting period for MSG is a VR program year. A VR program year begins July 1 and ends June 30. Performance is reported on a quarterly and yearly basis.
6. The educational or training program that leads towards a recognized postsecondary credential or employment must be listed on the client’s IPE.
7. An MSG should be documented in the electronic case management system at the time it is achieved by the client.
8. All MSG require supporting documentation in the electronic case management system. Supporting documentation must be scanned within three (3) calendar days of receipt, and prior to entering the achievement of an MSG in the Quarterly WIOA Documentation form.

B. Measurable Skill Gains (MSG) Types:

1. Educational Functioning Level (EFL) Gain: An achievement of at least one increased educational functioning level for a client who is enrolled in secondary education can be documented in one of three ways:
 - a) Documentation of a pre-test and post-test of increased level gains in specific subject areas in Adult Basic Education (ABE), Adult Secondary Education (ASE), or English as a Second Language (ESL),
 - b) Documentation of credits awarded from an adult high school program that leads to a secondary school diploma or recognized equivalent, or
 - c) Documentation of entry into a postsecondary education or training program while the case is open.
2. Secondary Diploma or Recognized Equivalent: A client’s achievement of a secondary school diploma or its recognized equivalent is documented by the following:
 - a) High school diploma, or
 - b) State recognized equivalent, including passing scores on a State equivalency test or alternate diplomas (e.g. GED).

- c) A Special Education certificate of completion does not meet this criteria count.
- 3. Secondary & Postsecondary Transcript or Report Card: A client's secondary or postsecondary transcript or report card confirming that a client is meeting State academic standards is documented by the following:
 - a) Clients enrolled in secondary education: transcript or report card for one semester meeting the State's academic standards.
 - (1) Transcripts or report cards reflecting progress towards a Special Education certificate of completion do not count.
 - b) Clients enrolled in postsecondary education:
 - (1) Full-time students: transcript or report card earning a minimum of 12 hours per semester showing achievement of the State's academic standards, or
 - (2) Part-time students: a total of at least 12 credit hours over two completed consecutive semesters during a VR program year, showing achievement of the State's academic standards.
- 4. Satisfactory or Better Progress Report (Training Milestone): A client's achievement of a satisfactory or better report of progress toward established milestones for work-based training is documented by a progress report/evaluation issued by an employer or training provider that includes the client's progress in meeting established benchmarks/milestones. Examples of work-based training include OJT and apprenticeship programs. Skills gained must be technical or industry/occupational, not general work skills.
- 5. Passage of an Exam (Skills Progression): A client's successful passage of a knowledge-based exam that is required for a particular occupation or progress in attaining technical or occupational skills, as evidenced by trade-related benchmarks, can be documented by successfully passing any of the following:
 - a) An exam in a Registered Apprenticeship program,
 - b) An employer-required knowledge-based exam,
 - c) A satisfactory attainment of an element on an industry or occupational competency-based assessment, or
 - d) A test necessary to obtain a credential.

C. Acceptable MSG Documentation Examples:

The following list includes, but is not limited to, these specific examples of acceptable MSG documentation for the five (5) MSG categories.

1. Educational Functioning Level (EFL):
 - a) Increased reading level, from 8th grade to 9th grade level, documented by Test of Adult Basic Education (TABE) pre- and post-tests,
 - b) Report card showing passing grades in an adult education course,
 - c) Passing scores on a GED exam, and
 - d) Recognized assessments from the National Reporting System for Adult Education at www.nrsweb.org (e.g. Comprehensive Adult Student Assessment Systems (CASAS), Basic English Skills Test (BEST), Massachusetts Adult Proficiency Test (MAPT), Test of Adult Basic Education Complete Language Assessment System—English (TABE CLAS-E).
2. Secondary School Diploma or Recognized Equivalent:
 - a) High school diploma,
 - b) High School Equivalency Test (HiSET), and
 - c) GED.
3. Secondary & Postsecondary Transcript or Report Card:
 - a) High School report card with passing semester grades, and
 - b) University transcript demonstrating 12 credits earned in one semester (e.g. Fall semester), or 12 credits earned over two completed consecutive semesters during a VR program year (e.g. six (6) credits earned in the Fall semester and six (6) credits earned in the following Spring semester).
4. Satisfactory or Better Progress Report (Training Milestone):
 - a) Successful completion of on the job training (OJT), and
 - b) Yearly progress report from a registered apprenticeship program.
5. Passage of an Exam (Skills Progression):
 - a) Certified Public Accountant (CPA) exam results,
 - b) Heating, Ventilation, and Air Conditioning (HVAC) exam results,
 - c) Real estate broker exam, and
 - d) State board exams.

V. Procedure

A. Refer to Standard Work, (if available).

B. Refer to WIOA RSA-911 Resources section on SharePoint.

C. Reporting Measurable Skill Gains Procedures

1. VR Counselors report client MSG achievement on the Quarterly WIOA Documentation form within the electronic case management system.
2. Before entering the achievement of MSG in the Quarterly WIOA Documentation form, the VR Counselor must:
 - a) Include the educational or training program that leads towards a recognized postsecondary credential or employment on the client's IPE,
 - b) Obtain documentation confirming the client's enrollment in an educational or training program that leads to a credential or employment, and
 - c) Confirm MSG supporting documentation is scanned in the electronic case management system.
3. The VR Counselor must report the following information on the Quarterly WIOA Documentation form:
 - a) The client's WIOA Education Enrollment status for each of the following:
 - (1) Enrolled in secondary education,
 - (2) Enrolled in a recognized secondary school equivalency program, and
 - (3) Enrolled in postsecondary education or career or technical training.
 - b) The date the client was enrolled in a secondary or recognized equivalent or postsecondary training, after the initial IPE implementation, that leads to a postsecondary credential or employment. If the client was already enrolled in a secondary or recognized equivalent or postsecondary training at the time of IPE development, the enrollment date reported should be the date the initial IPE was implemented (i.e. when the IPE is signed by all required parties).
 - c) The date and type of MSG achieved by the client. The date of the MSG should correspond to the date it was achieved by the client.

- d) The date the client completed or disenrolled from the education or training program listed on their IPE.
4. A VR Counselor must review and complete the Quarterly WIOA Documentation form at the end of each performance reporting quarter for every VR program year, in accordance with the following schedule:
 - a) Performance Reporting Quarter Period: July 1 – September 30
 - b) Performance Reporting Quarter Period: October 1 – December 31
 - c) Performance Reporting Quarter Period: January 1 – March 31
 - d) Performance Reporting Quarter Period: April 1 – June 30
5. If a client has not achieved an MSG during the reporting quarter, the Quarterly WIOA Documentation form must still be reviewed and certified by the VR Counselor.
6. AZRSA submits clients who achieve an MSG on a quarterly and yearly basis for federal reporting purposes.

VI. Documentation Requirements

- A. The client's electronic case file shall include the following:
 1. Documentation supporting MSG, and
 2. Quarterly WIOA Documentation form.