	Performance Improvement Notifications (PINS)

Department: Office of Economic & Workforce Development	Effective Date: 07/01/2022

OVERVIEW

In order to best serve our San Franciscan job seeker community, it is important that OEWD regularly monitors and tracks provider performance through client data submitted in WorkforceCentral. Quarterly, OEWD Program Staff conduct a deeper performance review by evaluating Projections Worksheets submitted by providers against data entered in Workforce Central.

If outcomes recorded in Workforce Central don't meet the projections numbers forecasted for that quarter, a Performance Improvement Notification (PIN) document will be sent to providers. A Performance Improvement Notification (PIN) is a formal document that is used to track providers' performance results. It is populated with the providers' yearly projections* and actual outcomes statistics up to a given quarter.

When a provider does not reach their projected quarterly enrollment or placement outcome number by at least 80% of their contractual goals, a PIN notification is formally issued to providers asking for the best course of action in order to fulfill their contractual duties.
PINs are scheduled to be sent every 2nd and 4th quarters** during the programmatic year.

The yearly projection is a document used to estimate the numbers of enrollments, employment, and educational placements partner nonprofits forecast each month/quarter. This is a live document that can be edited throughout the year. These changes requests are normally accepted at the beginning of the 2nd and 3rd quarter. Prior approval from your program specialist is required to edit this document.
***PINS are scheduled to be sent twice a year, but it is under OEWD's discretion to change or modify this schedule.*

INQUIRIES
Inquiries should be addressed to your OEWD Workforce Programs Specialist.

OEWD and its service providers shall follow this procedure. This procedure will remain in effect from the date of issue until such time that a revision is required.