

**U.S. Department of Labor
Employment and Training Administration**

**Common Mistakes with WIA
& Wagner-Peyser Reporting**

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Objective

Review Common Mistakes:

- Delivery of Services**
- Managing for successful performance**
- Data Management**

Common Mistakes with Service Delivery

- **“Why, I haven’t changed my program service delivery design, since my days in CETA.”**
- **“No program design adjustments are needed when moving to Common Measures.”**
- **“I really don’t need to leverage funds and integrate my programs, it’s too complicated.”**

Common Mistakes with Service Delivery

- 1. Maintaining existing systems**
- 2. No adjustments for common measures, i.e., Literacy/Numeracy gains, adjust for credential changes, no follow-up or frequent contact with participants.**
- 3. No adjustments for environmental economic changes, i.e., Training is not in demand occupational areas. Occupational training does not lead to self-sufficiency**
- 4. No adjustment for targeted populations**

Common Mistakes with Performance Accountability

- **“My strategy is to get the lowest performance goals possible.”**
- **“You really don’t need a system for capturing literacy numeracy gains.”**
- **“You get better performance results when you don’t exit participants.”**

Common Mistakes with Performance Accountability

- 1. Establish goals based on actual performance**
- 2. Establish methods to manage performance by conducting follow-up and case management services**
- 3. Be realistic and proactive in seeking adjustments**
- 4. Share and disseminate performance data to LWIAs**

Common Mistakes with Data Management

- **“Data validation only benefits the federal government.”**
- **“My reports to ETA don’t really have to be accurate. Who reads them anyway?”**
- **“I really don’t need to serve Dislocated Workers. I’m going to get the funds anyway. So why go out of my way to indentify them.”**

Common Mistakes with Data Management

- 1. Poor use of data to manage programs and make decisions**
- 2. Lack of MIS systems to capture and monitor program activity**
- 3. Lack of understanding definitions**
- 4. Inappropriate data applied to negotiations**
- 5. Failure to use the most recent program and performance data when requesting adjustments to performance goals.**

Common Mistakes with Data Management

- **Data needs to be reliable...accurate, complete and consistent**
- **Factors affecting data reliability:**
 - **Lack of data collection and data processing policies and procedures**
 - **Inaccurate and incomplete data**
 - **Insufficient staff training**
 - **Differences in definitions**
 - **Insufficient system controls**

Expand Re-Employment Services

ETA's vision for RES funds

- (1) Use RES funds for intensive, staff-assisted services for UI claimants**
- (2) Build stronger connection to UI**
- (3) RES can bridge the gap between services**
 - connectivity to training**
 - integrated service delivery**
 - link to other Recovery Act funded activities**

THANK YOU

Questions ?