



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

## Services: Counting our Work and Making our Work Count

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# Objective

## Interactive Discussion on the following:

- Point of Participation
- Exit from Programs
- Point of Inclusion in Outcome Measures
- Impact of ARRA



# Discussion Scenario #1

Avery files for an unemployment insurance claim through his State's on-line system using his home computer. In his State, the Unemployment Insurance system interfaces data with the State's Employment Services system. This interface establishes a record of Avery's personal information, demographics, and recent job history in the Employment Services system. Avery does not go into a local One Stop Center or use the State's websites for his job search.

# Discussion Scenario #1

## Is Avery a Participant?

- If yes, Self Service or Staff Assisted?  
Why?
- In what program is he a Participant? If none, why not?
- At what point would he become a Participant?



# Discussion Scenario #2

Buford accesses his State's Employment Services website from his home computer. He completes the basic registration information - name, address, job history, desired employment, veteran status, and education. Before using the system any further, his wife walks in the room and announces that they have won the lottery. Buford never returns to the State's website or looks for work again.

# Discussion Scenario #2

## Is Buford a Participant?

- If yes, Self Service or Staff Assisted?
- At what point did he become a Participant?
- In what program is he a Participant? If none, why not?
- At what point would he become a Participant?

# Discussion Scenario #3

Edward is 18 years old, a high school graduate. He visits the local One Stop Center on May 2<sup>nd</sup> and is enrolled in the new ARRA Summer Employment Program. Edward receives a work experience position which begins May 20<sup>th</sup>. Edward excels with the work experience and is disappointed when it ends September 25<sup>th</sup>. To further his skills, his case manager enrolls him in additional training funded by the WIA Adult program on October 2<sup>nd</sup>. Edward secures employment on December 7, 2009.

# Discussion Scenario #3

## Is Edward a Participant?

- If **yes**, when does he become a Participant?
- In what Programs is he included for reporting purposes?
- If **no**, when would he become a Participant?
- Is Edward an Exiter?
- What Outcome Measures, if any, is he included in?
- Should follow-up services be provided?

# Discussion Scenario #4

Fiona is a 19 year old, unemployed, high school dropout. She learns of new opportunities at the One Stop Center. She visits the local office on June 1<sup>st</sup> and enrolls in their Summer Employment Program. Fiona completes her work experience on September 28<sup>th</sup> and her case manager encourages her to return to school and tells her that education, counseling, and other services can be available. She enrolls in the WIA Youth program on October 2<sup>nd</sup>. She completes her program on April 1<sup>st</sup> and receives follow-up services until June 30<sup>th</sup> when she becomes employed.

# Discussion Scenario #4

## Is Fiona a Participant?

- If **yes**, of what Program(s)?
- When did she become a Participant?
- If **no**, what would make her a Participant?
- Is Fiona an Exiter?
- What is her Exit Date?
- What Outcome Measures will she be included in?

# Discussion Scenario #5

Darcy visits her local One Stop Center to gather labor market information to assist her in determining the best locations in the State for economic growth. She is provided several reports, charts, graphs, including contact information in each local area for additional information. She has a brief discussion with the local Center's knowledgeable labor market staff and is off in search of her new job.

# Discussion Scenario #5

## Is Darcy a Participant?

- **If yes**, Self Service or Staff Assisted?
- At what point did Darcy become a Participant?
- **If no**, why?
- What next step would have been needed for her to become a Participant?
- What outcome measures would Darcy be included in, if any?

# Discussion Scenario #6

- Georgia completes her case managed WIA Adult program services on November 1<sup>st</sup>. She continues to access Wagner-Peyser (core) services at the One Stop Center - job search workshops and resume assistance - until November 15<sup>th</sup>. She is offered employment on November 16<sup>th</sup> and does not use any services again.

# Discussion Scenario #6

- What is Georgia's Exit date?
- What performance outcomes, if any, should she be included in?

# Discussion Scenario #7

Callie walks into her local One Stop Center for the first time on February 1st. She walks around the Resource Room – taking note of the many computers available for use. The line at the front desk, though, is long and she doesn't have time to wait. On March 1st, she returns and completes the registration paperwork and uses the Resource Room computers to search for work. On March 15th, she returns and meets with a case manager who enrolls her in the WIA Adult program. Callie completes her WIA program on July 15th. Later, she decides to update her resume again, and returns to the One Stop Center to use the Resource Room computers on September 15th. She finds a job and doesn't use the services again.

# Discussion Scenario #7

- What is the common Participation and Exit dates?
  - Explain.
- If the programs use separate tracking systems, would the Participation and Exit dates be any different?
  - Explain.

# Questions & Discussion



# Program Participation Occurs:

Following a determination of eligibility (if required)

Participation begins when the individual begins receiving a service funded by the program.

If receiving multiple services, the date of participation may be the earliest date of service as the “date of participation” when reporting on the measures in each program.

# Services that Lead to Participation

- Services funded by WIA, Wagner-Peyser, or ARRA
- Self Directed Services
- Informational Activities
- Services received in person or electronically
- Staff Assisted Services



# Performance Reporting: ARRA

## WIA Adult & Dislocated Worker/ Wagner-Peyser Act

- No changes to Participant, Exit, or Services anticipated

## WIA Youth

- Participant age increases to 24 years of age
- Type of assessment determines services strategy required

# When a Service is included in Performance?

- Core, intensive or training services made available to eligible participants and require significant staff involvement who exit the program.
  - These aforementioned individuals are included in the performance measures
  - Those WIA Adult and DW program participants who only receive self service or informational activities are excluded from performance

# Self Service and Informational Activities

- Those core services that are
  - made available to the general public;
  - Designed to inform and educate individuals about the labor market;
  - Designed to educate individuals about their employment strengths and weaknesses
  - Designed to educate the individual about the range of services appropriate to their situation and:
  - **DOES NOT REQUIRE SIGNIFICANT STAFF INVOLVEMENT**

# Services that Do Not Begin or Extend Participation

- Eligibility determination
- Case management administrative activities to obtain information regarding employment status, educational progress, need for additional services, etc.
- Income maintenance or Support payments
- Visitors to One Stop Centers, etc., for reasons other than its intended purposes
- Follow-Up Services

# Youth Services: ARRA

- Any youth activities under WIA are allowable activities for the Recovery Act funds.
- Encourage focus of services on those youth most in need, including migrant youth.



# Multiple Program Participation

## Counting Participants in Multiple Programs

- Earliest date of service
- Can participate in several programs simultaneously
  - Counted as a participant in each of those programs
  - The participant won't exit from the program unless there is a gap of no service for 90 days

# Date of Exit

Participant has not received a service funded by the program or funded by a partner program for 90 consecutive calendar days.



# How to Prevent Unintentional Exits: Gaps in Service

Three allowable circumstances - the condition must exist for at least 90 days:

1. Delay before beginning of training
2. Health/medical condition of participant or family member
3. Temporary move from the area that prevents participation

# Common Exit

## Discuss Common Exit

### Describe

- Barriers to common exits
- How do you track a participant when exited from one program but continues to receive services from another?



# What about Youth?

## Service Strategy

- Pre and Post (test, assessment, check list, etc) is required
- Summer employment and academic learning do not have to be directly linked



# Follow Up Services

- Follow-up begins after the expected last service
- Youth are required to receive at least 12 months of follow-up services, which are triggered at exit (the only exclusion is for summer youth employment)
- *Not* intended to take responsibility away from case managers for WIA. Case managers do *not* have to wait 90 days, for instance, to begin providing follow-up services.

# Outcome Measures

Not all Participants and Exiters are included in Program Outcome Measures

## Exclusions

- WIA Self Service activities
- WIA Informational activities



# Other Exclusions

- Institutionalized
- Health/Medical or Family Care
- Deceased
- Reserved Forces called to Active Duty
- Relocated to Mandated Program
- Invalid/Missing Social Security Number