



UNITED STATES DEPARTMENT OF LABOR

Employment & Training Administration - Region 2

Managing for Performance



Objectives

- Explain vital role of efficient and accurate case management service delivery and documentation.
- Identify and assess good performance through good inputs.
- Identify case management techniques for positive performance outcomes.
- Revisit Common Measures.
- Give examples of indicators of successful performance outcomes.



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ENROLLMENT & ELIGIBILITY





Enrollment & Eligibility Determination

- Enrollment is the point at which a participant is determined eligible to participate in the program.
- Enrollment occurs when the case manager enters an enrollment date for the participant.



Eligibility

- To be eligible for youth programs, participant must be:
 - ✓ Between 14 and 21 on the established date of participation;
 - ✓ A current or former foster youth; and/or
 - ✓ A youth offender; and/or
 - ✓ An adult offender; and/or
 - ✓ A youth who is an individual with a disability; and/or
 - ✓ A migrant farm worker youth; and/or
 - ✓ A child of an incarcerated parent; and/or
 - ✓ A low-income youth; or
 - ✓ A high school drop-out



ACCURATE DATA COLLECTION





Data Collection Requirements

- **29 CFR Part 37 requires grantees to collect Equal Opportunity information for all applicants, registrant, participant, terminee, applicant for employment & employee**
- **Race/ethnicity, sex, age and where known, disability status:**
 - An individual has the right to refuse to provide any part or all of the above information.
- **Jobs for Veterans Act P.L. 107-228 requires grantees to give priority to veterans that meet eligibility requirements for the grant:**
 - Grantees will need to track the number of veterans and veterans' spouses served (See <http://www.doleta.gov/programs/VETS> for more information)



What Data to Collect?

Source Documentation can include the following:

- Social Security Card
- Driver's License/ID Card
- Hospital Records
- Intake/Eligibility Forms
- Attendance Sheets
- Sign-In Sheets
- School Records
- Activity Forms
- Assessment Results
- Pay stubs
- Progress Reports
- Surveys
- Self-Attestation Forms
- Copy of Diploma
- Training Certificates
- Interviews
- Public Agency Records
- Student ID
- Utility Bills



Performance





Federal Policy and Guidance Directives Requiring Grantees to Focus on Performance Outcomes

- GPRA/WIA Requirements
 - 29 CFR; Parts 95 & 97
- President's Management Agenda



Performance Measures

- **Under WIA**

- Common Measures

- Adult

- Entered Employment Rate
- Employment Retention Rate
- Average Earnings

- Dislocated Worker

- Entered Employment Rate
- Employment Retention Rate
- Average Earnings

- Youth 14-21

- Attainment of Degree or Certificate
- Placement in Employment or Education
- Literacy/Numeracy Gains

- **Under Wagner Peyser**

- Entered Employment Rate
- Employment Retention Rate
- Average Earnings

- **WIA Core Measures**

- Adult

- Entered Employment Rate
- Employment Retention Rate
- Credential
- Average Earnings

- Dislocated Worker

- Entered Employment Rate
- Employment Retention Rate
- Credential
- Average Earnings

- Younger Youth

- Retention
- Placement in Employment or Education
- Attainment of Degree or Certificate

- Older Youth 18-21

- Entered Employment
- Placement in Employment or Education
- Credentials
- Earnings Change

- Customer Satisfaction

- Employers
- Participants



Further Understanding of Performance Measures

- Placement into Employment
 - Employed 1st quarter after exit
- Retained in Employment
 - Must be employed 2nd and 3rd quarter after exit
- Increase Earnings
 - Earnings at 6 months must average negotiated goal
- Obtain Certificate or Diploma
 - Obtain a degree or certificate by 3rd quarter after exit
- Advance in Basic Skills (Lit/Num)
 - Increase one EFL annually
- Placement in Employment or Education
 - Must be placed in the 1st quarter after exit



Definition of a Certificate

- All credentials must be industry recognized certifications from a recognized institution or entity.
- Awarded in recognition of an individual's attainment of measurable technical or occupational skills necessary to gain employment or advance within an occupation.
- Technical/occupational skills are based on standards developed/endorsed by employers.
- Certificates awarded by WIBs not included
- Work Readiness certificates not included



Program Exits

A large, stylized graphic of an "EXIT" sign. The word "EXIT" is written in bold, red, sans-serif capital letters on a yellow rectangular background. This yellow background is enclosed within a thick black border, which is further enclosed by a thick red border. The entire graphic is set against a dark blue background and has a slight grey drop shadow.

EXIT



Program Exiting

Exit: A participant who hasn't received a program or partner-funded service for 90 consecutive days and no future services are scheduled has exited the program

1. Hasn't received a service
2. No service received for 90 consecutive days
3. No future services scheduled (does not include any follow-up services or circumstances where the participant voluntarily withdraws or drops out of the grant)
 - For example, if a participant completes training on 2/13/2007 and planned to take one additional specialty course but then failed to do so, the exit date would be retroactive to 2/13/2007

Discretionary grantees cannot report an exit date that extends beyond the actual period of performance in the grant award document



Exit Cohorts

Oct 1 - Dec 31	Jan 1 – Mar 31	Apr 1 – Jun 30	Jul 1 – Sep 30			
	Jan 1 – Mar 31	Apr 1 – Jun 30	Jul 1 - Sep 30	Oct 1 - Dec 31		
		Apr 1 – Jun 30	Jul 1 – Sep 30	Oct 1 – Dec 31	Jan 1 – Mar 31	
			Jul 1 – Sep 30	Oct 1 - Dec 31	Jan 1 - Mar 31	Apr 1 – June 30

Exit	Participant Exit Quarter
Q1	1st Quarter After Exit Quarter
Q2	2nd Quarter After Exit Quarter
Q3	3rd Quarter After Exit Quarter



Program Services vs. Follow-Up Services

- Program services occur during active participation.
- Follow-up activities occur after successful exit from the program.
- Program should begin follow-up contact in the quarter immediately after the quarter during which the participant exited.

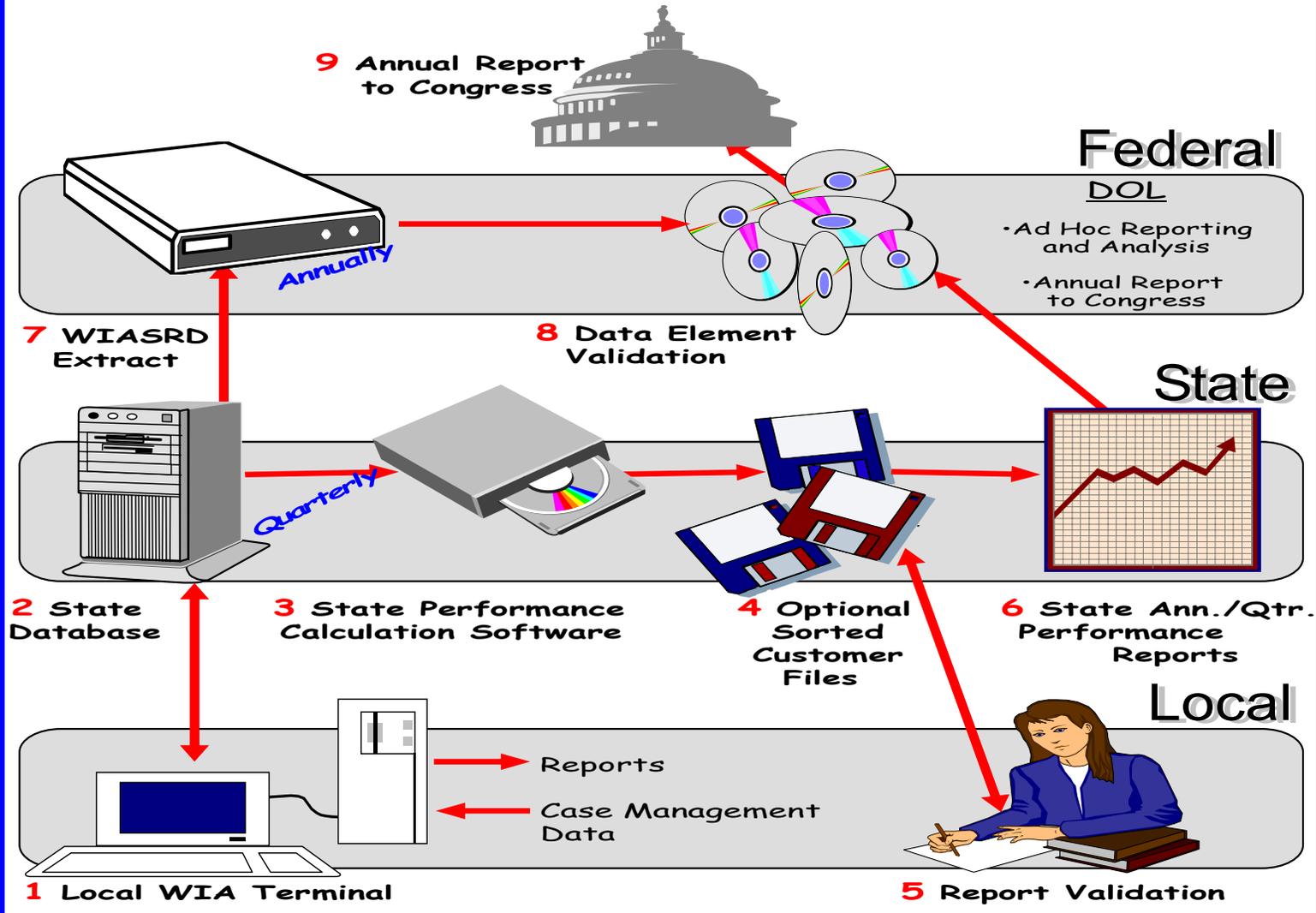


Follow-Up

- Follow-up services are intended to ensure participant is successful in retaining employment and/or participating in post-secondary education or training
- Must follow-up for data collection purposes in each of the first 3 quarters after exit quarter
- Begin follow up in quarter after quarter containing the exit date



WIA Reporting





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THANK YOU

QUESTIONS ?