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# Program Performance and Reporting

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Pacific Northwest TAT Forum

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Seattle, Washington

# Overview

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- WIA Standardized Record Data (WIASRD)
- Data Validation
- Reporting
- Services - Participation and Exit
- Strategies Sharing

# Sharing of Strategies

- Phil Degon
  - Senior Performance Specialist
  - WA State Employment Security Department



# WIASRD

- Quarterly Reporting begins with 3<sup>rd</sup> Qtr PY09
  - More robust “real time” data
    - Program participation
    - Characteristics of the participants served
    - Types of services
  - Better picture of how the workforce system is responding to changing state and local economic and labor market conditions

# Common WIASRD Issues

- Missing/incomplete data for services and other related assistance data
  - Section II.B (fields 328-349)
- Occupational skills training code, field 342
  - Enter the O\*NET code
  - <http://online.onetcenter.org>
- Type of Recognized Credential, field 619

# Common Issues (cont.)

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- The occupation of the job held in the quarter after exit is frequently missing
  - Only 17% of the PY 2008 WIASRD records contained date in field 603
  - Encouraged to collect this data when providing follow-up services

# Additional Issues (cont.)

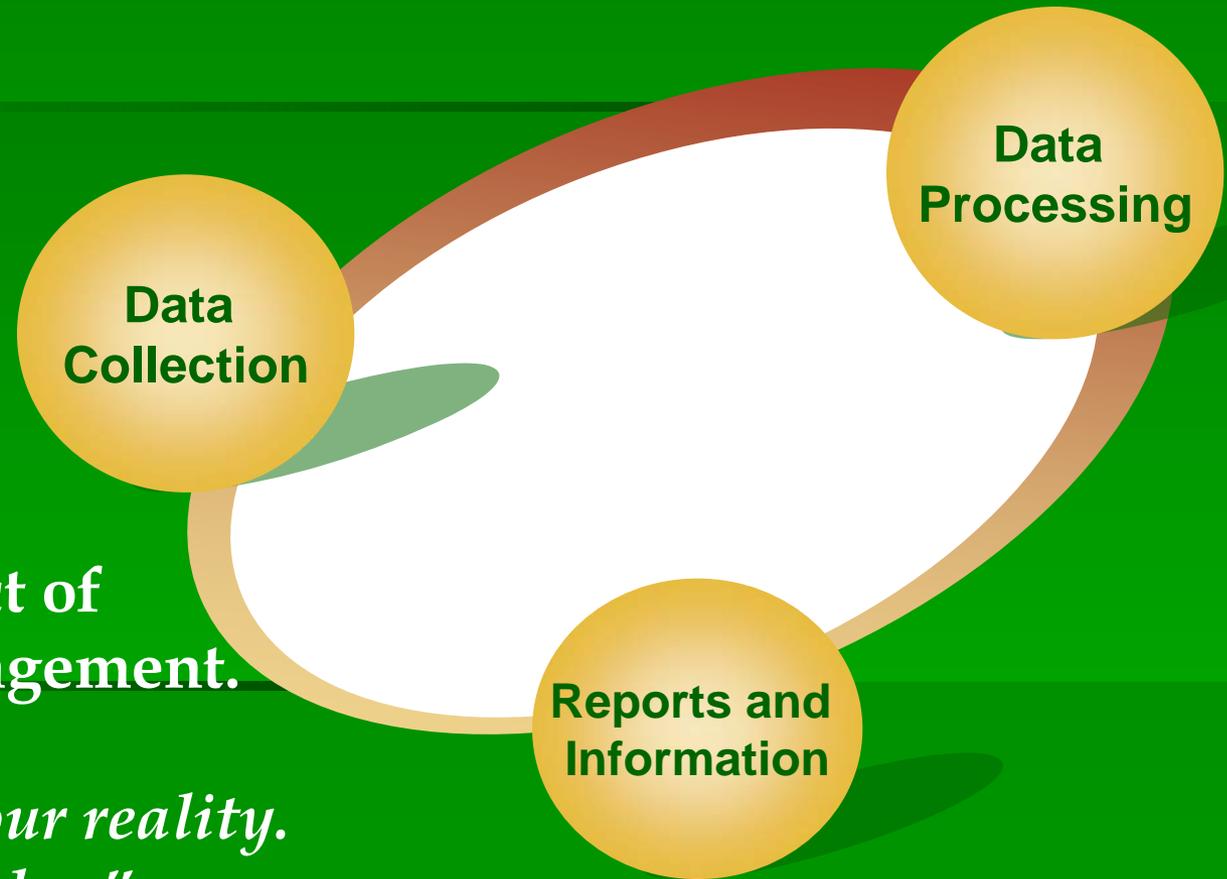
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- Distinguishing between yes =1, no =2, and unknown = 0 or 'blank'
  - For example, the data for training-related employment (WIASRD field 604) indicates a very low percentage of employment is related to the training provided.

# WIASRD

- What this means to you:
  - Data is entered incorrectly into the MIS
  - Data is not entered into the MIS
  - Staff not using the MIS to document
  - May not be showing complete picture

# DATA VALIDATION



**Data validation affects every aspect of performance management.**

*“Performance is your reality.  
Forget everything else.”*

- Harold Geneen

# What Does *Data Validation* Mean?

## **Report Validation (RV)**

Are the performance calculations correct?

## **Data Element Validation (DEV)**

Is the data used in the calculations accurate?

**Both processes are required to ensure performance data are reliable!**

# Data Element Validation

- Was allowable Source Documents used to verify each required Data Element?
  - Documentation must either **MATCH** the element or **SUPPORT** the element.
- Most source documentation is located at the One Stop Level.
  - Some documentation is stored at state-level only (e.g., **wage record information** must be checked against the state's wage record files).

# Source Documentation Verification

- ❑ Match – the data on the worksheet must be the same as the data on the source document.
- ❑ Support – the data on the worksheet must be similar to the data in the source documentation.
  - ❑ This instruction is used when the information must be processed or interpreted.

# Source Documentation

Whether scanned, paper, or system cross-match, the purpose of source documentation is to have an auditable trail that documents the participant, services delivered and outcomes received.



# Allowable Source Documentation

**Four common types of source documentation are:**

- Management Information System (MIS)
- Cross-Match
- Self-Attestation
- Case Notes



# MIS

- **MIS refers to specific, detailed information that is stored in the state's management information system that supports an element.**
  - An indicator, such as a checkmark on a computer screen, is **not acceptable source documentation** in and of itself.

# Cross Match

- Cross match requires accessing a non-WIA MIS to find detailed supporting evidence for the data element.
- An indicator or presence of a SSN or checkmark in a non-WIA database is **not sufficient evidence.**

# Self-Attestation

- **Self-attestation is when a participant states his/her status for a particular data element, and then signs and dates a form acknowledging this status.**

**The key elements for self-attestation are:**

- The participant identifying his/her status for permitted elements, and
- Signing and dating a form attesting to this self-identification.

# Case Notes

- **Case notes refer to either paper or electronic statements by the case manager that identify, at a minimum, the following:**
  - a participant's status for a specific data element
  - the date on which the information was obtained
  - the case manager who obtained the information

# Common Source Documentation Issues

- Using documents that are not on ETA's list of Acceptable Source Documents
- Date of Birth
- Youth who Needs Additional Assistance
- Failure to Accurately record Participation and Exit Dates
- Poor Case Notes

# TEGLs and TENs

- **Reporting TEN – update to TEN 8-09**
  - No significant changes
  - Entering the internal clearance process this week
  - Will include the memo regarding source documentation for DRVS field 102, Date of Birth.
- **TEGL 17-09 – WIASRD Reporting**
  - Minor corrections to Attachment A, D, F

# REPORTING

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- **Rolling Four Quarters**
- **ARRA Youth**
  - **2010 Summer Youth Employment Program**
- **Questions regarding Reporting?**

# SERVICES

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- Begin Participation
- Extend Participation
- Point of Exit
- Included in Outcomes

# 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 be a Participant?



# Discussion Scenario #2

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 #2

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## 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 #3

- 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 #3

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

# Discussion Scenario #4

On February 1<sup>st</sup>, Callie walks into her local One Stop Center and walks around the Resource Room – taking note of the many computer available for use. She doesn't have time to wait, grabs a flyer, and leaves. On March 1<sup>st</sup>, she returns, completes 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 #4

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- 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.

# Wrap Up

- Questions?
- Comments?

