

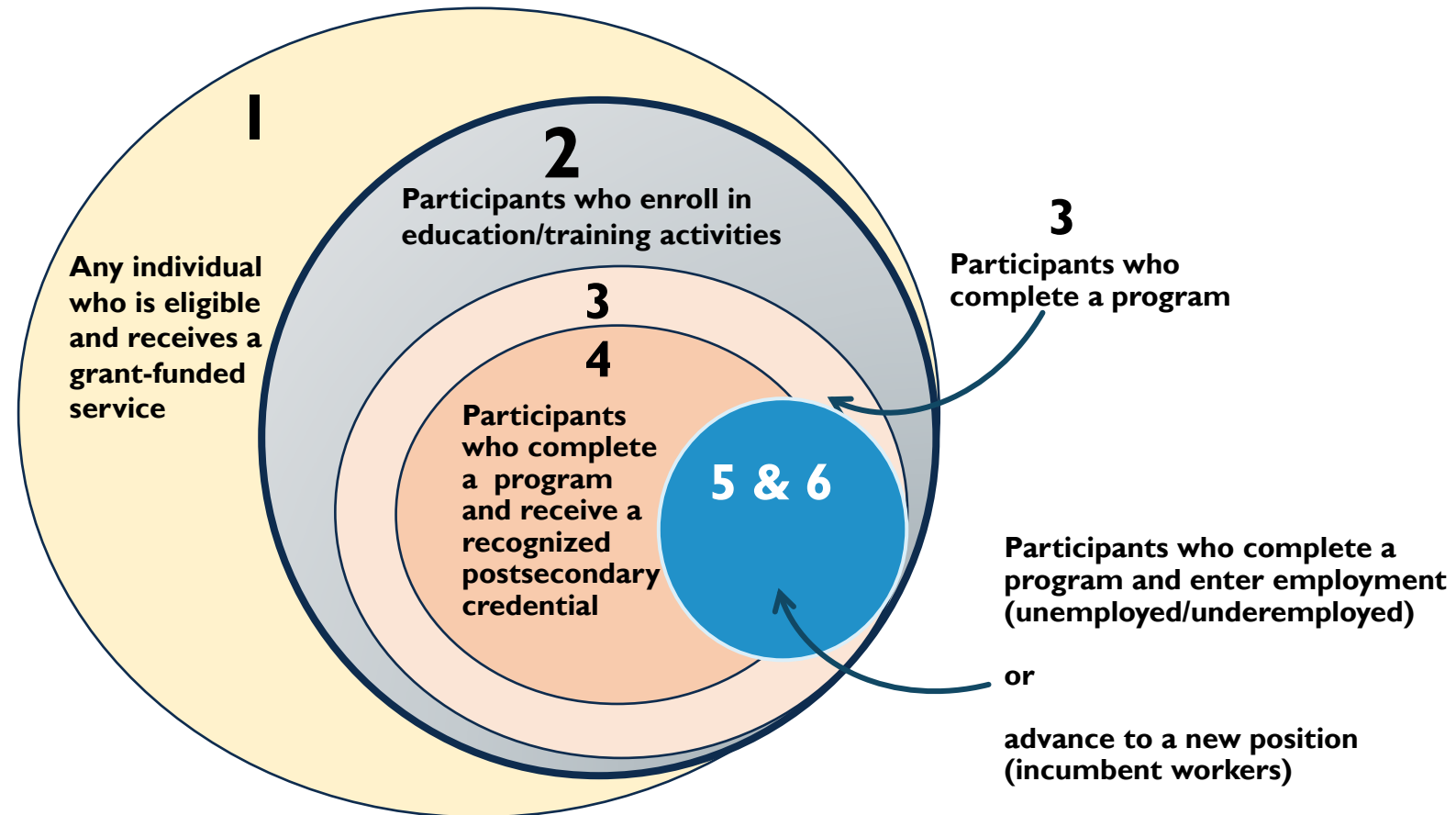


UNPACKING THE OUTCOMES

BREAKING DOWN DEFINITIONS AND RESOLVING COMMON ERRORS



RELATIONSHIPS BETWEEN OUTCOMES



OUTCOME #1: TOTAL PARTICIPANTS SERVED

► Individuals receiving a service:

- Case management service
- Assessment service
- Supportive service
- Training service

► Activities that do not qualify:

- Eligibility assessment
- Outreach activities

COMMON REPORTING ISSUES

OUTCOME #1: SERVED

- ▶ Reporting an individual at eligibility assessment as a participant
- ▶ Reporting individuals to whom you conduct outreach and recruitment activities as participants
- ▶ **Results:**
 - Overreporting the number of people who become grant participants
 - Large gap between the number served and the number who start training
- ▶ **To resolve errors:**
 - Needs human data validation – knowledge of what activities count as “being served”

OUTCOME #2: TOTAL PARTICIPANTS ENROLLED IN EDUCATION/ TRAINING ACTIVITIES

- ▶ Individuals who start the training program
 - Attend classes
 - Start work-based learning at the job site
- ▶ Activities that **do not** count:
 - Filling out paperwork to secure a future training spot
 - Starting a pre-apprenticeship
 - Taking assessments or preparatory activities in anticipation of starting a program

COMMON REPORTING ISSUES

OUTCOME #2: ENROLLED

- ▶ Reporting an individual as starting training when they are accepted to a program or enroll in it
- ▶ Reporting an individual who starts a pre-apprenticeship as starting training
- ▶ **Results:**
 - Overreporting participants as starting training
 - Can increase the gap between the number reported as starting the training and completing it
- ▶ **To resolve errors:**
 - Needs human data validation – knowledge of when someone is considered to have started the training program

OUTCOME #3: TOTAL PARTICIPANTS WHO COMPLETE EDUCATION/TRAINING ACTIVITIES

- ▶ Individuals who complete their training program
 - All planned activities that are part of the program have been completed.
 - No more activities are planned for this participant.
- ▶ Activities that **do not** count:
 - Completing some but not all components of the training they started or had planned.

COMMON REPORTING ISSUE I

OUTCOME #3: COMPLETED

Issue: Forgetting to report a participant as completing the training program without reporting completion of individual training(s)

- WIPS generates an error

► Results:

- Report cannot be submitted until errors are corrected
- Time cost reviewing records and correcting data file

► To resolve errors:

- WIPS will catch the error, but knowledge of the logic rules will save time

COMMON REPORTING ISSUE II

OUTCOME #3: COMPLETED

Issue: Reporting a participant as completing the training program activities when they have not completed all of their training

► **Results:**

- Overreporting participants as completing the training
- Documentation issues verifying the program is complete
- Starts the clock ticking for incumbent worker employment outcome too early

► **To resolve errors:**

- Needs human data validation – knowledge of when someone should be counted as completing the training

OUTCOME #4: TOTAL PARTICIPANTS WHO COMPLETE EDUCATION/ TRAINING ACTIVITIES AND RECEIVE A DEGREE OR OTHER TYPE OF CREDENTIAL

► Individuals who:

- Complete their entire planned training AND
- Earn a credential

► Activities that do not count:

- Earning a credential without completing all of their training

COMMON REPORTING ISSUES

OUTCOME #4: COMPLETED WITH CREDENTIAL

- ▶ Forgetting to update the credential data element(s) indicating a credential was received
- ▶ **Results:**
 - Undercounting of participants who have achieved this outcome
- ▶ **To resolve errors:**
 - Needs human data validation to change “no credential” to the type of credential that was received

OUTCOME #5: TOTAL NUMBER OF UNEMPLOYED AND UNDEREMPLOYED PARTICIPANTS WHO COMPLETE EDUCATION/TRAINING ACTIVITIES AND OBTAIN EMPLOYMENT

► Individuals who:

- Are unemployed/unemployed AND
- Complete their entire planned training AND
- Enter employment at any time after enrollment

► Activities that do not count:

- Entering employment without ever completing all of the training
- Any employment activity of incumbent workers

OUTCOME #6: TOTAL NUMBER OF INCUMBENT WORKER PARTICIPANTS WHO COMPLETE TRAINING ACTIVITIES AND THAT ADVANCE INTO A NEW POSITION

► Individuals who:

- Are employed with an employer partner at the time they are served AND
- Complete their entire training AND
- Advance to a new position in the first, second, or third quarter after completion

► Activities that do not count:

- Advancing to a new position without completing all of the training
- Advancing to a new position at any time other than the first three quarters post-completion
- Employment activities of employed individuals who are not working for an employer partner

COMMON REPORTING ISSUE I

OUTCOME #5 & 6: ENTERED OR ADVANCED IN EMPLOYMENT

► Follow up issues:

- No program-specific follow up process or policy in place
- Responses to follow up methods are low and adjustments to the process are not made
- Process collects intrusive information not needed to report the outcomes
- Forgetting to follow up regularly

► Results:

- Undercounting of participants who have achieved these outcomes

► To resolve errors:

- Needs human data validation to understand documentation requirements, put processes in place to collect information, regularly follow up, and revisit the processes, as needed

COMMON REPORTING ISSUE II

OUTCOME #5 & 6: ENTERED OR ADVANCED IN EMPLOYMENT

- ▶ Inaccurate data collection and reporting:
 - Not reporting program completion
 - WIPS will return an error if employment is reported but completion is not
 - Assuming DOL collects employment data necessary to populate it (i.e., assuming there is overlap with WIOA Primary Indicator employment outcomes)
- ▶ Results:
 - Report cannot be submitted until errors are corrected
 - Time cost reviewing records and correcting data file
 - Undercounting of participants who have achieved these outcomes when misunderstanding occurs
- ▶ To resolve errors:
 - WIPS will catch the error, but knowledge of the logic rules will save time
 - Needs human data validation – knowledge of how the employment outcomes are defined and what data elements are used to populate them on the QPR

COMMON REPORTING ISSUE III

OUTCOME #5 & 6: ENTERED OR ADVANCED IN EMPLOYMENT

- ▶ Inaccurately reporting employment status at entry
 - Reporting participants who are not employed with an employer partner as incumbent workers
 - Reporting incumbent workers as underemployed instead
 - Changing a participant's employment status at entry when they get or lose a job while participating in the grant
- ▶ Results:
 - Over or undercounting of participants who have achieved these outcomes
- ▶ To resolve errors:
 - Needs human validation – knowledge of what the employment statuses mean and how to use the categories appropriately

COMMON REPORTING ISSUE

OUTCOME #6: ADVANCED IN EMPLOYMENT

- ▶ Inaccurately reporting incumbent workers employment
 - Reporting an incumbent worker as retaining employment when they qualify to be reported as advancing to a new position
 - Reporting an incumbent worker as retaining employment correctly, but then forgetting to follow up or terminating contact without learning if they advanced to a new position
- ▶ **Results:**
 - Undercounting of incumbent workers who have advanced to a new position
- ▶ **To resolve errors:**
 - Needs human validation – knowledge of what counts as advancement to a new position and developing and refining processes to collect information from participants

COMMON REPORTING ISSUES FOR WIOA PERFORMANCE INDICATORS

- ▶ Not collecting or tracking measurable skills gains
- ▶ Forgetting to report exit where applicable
- ▶ **Results:**
 - Low rates of participants who have achieved measurable skills gains or the exit-based employment measures
- ▶ **To resolve errors, human validation is needed to:**
 - Develop policy that identifies what qualifies as a measurable skills gain and put processes in place to regularly collect and report them
 - Develop a process for checking which participants have not received services in the previous 90 days and reporting them as exiters