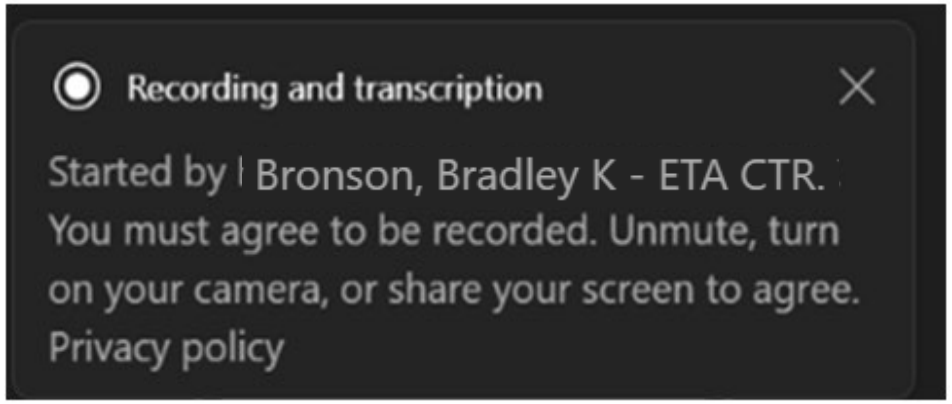
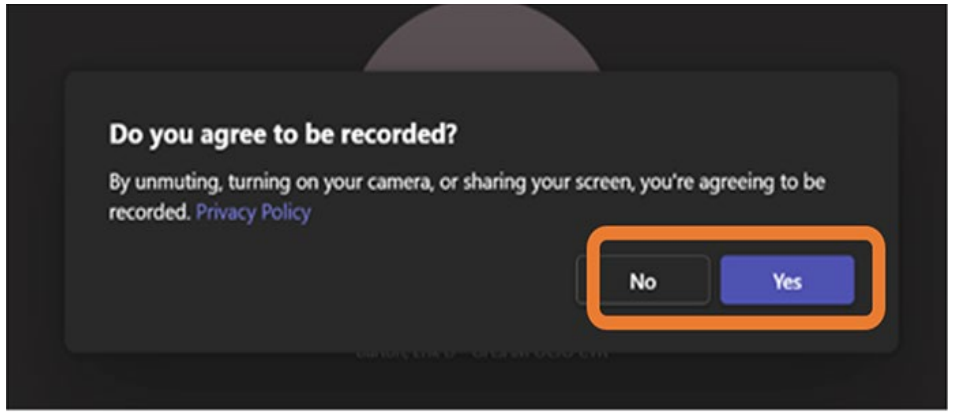
Grantee Orientation Day 3

Microsoft Teams Notification Display





This Meeting Will Be Recorded

Action Required: All Meeting Attendees

If you select **YES**, this will enable you to unmute your microphone and turn on your camera.

If you select **NO**, you will **not** be able to unmute or turn on your camera. You will be limited to text-based communications through the chat.

We will now begin the recording.

Housekeeping Guidelines

[● REC] This meeting will be recorded.



Please keep your microphone muted.



If you have a question, please type them in the chat.

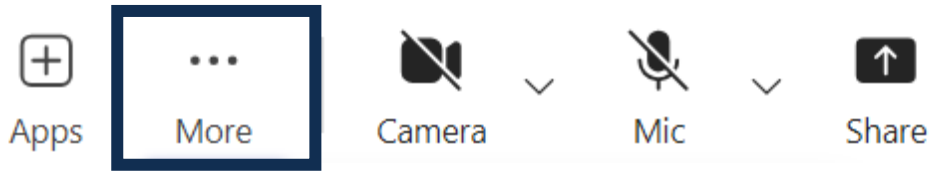
SCSEP Grantee Orientation

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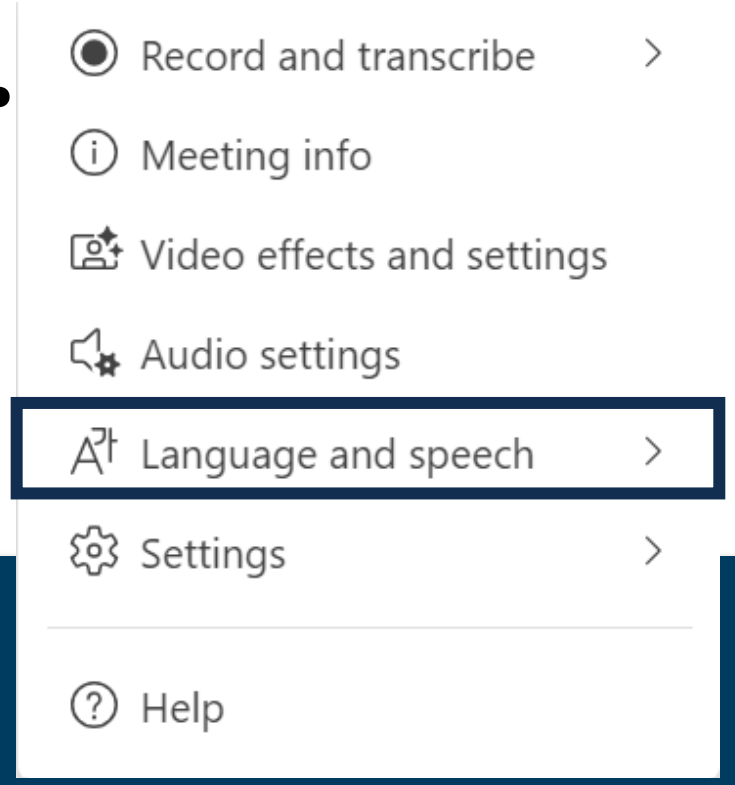
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Captioning

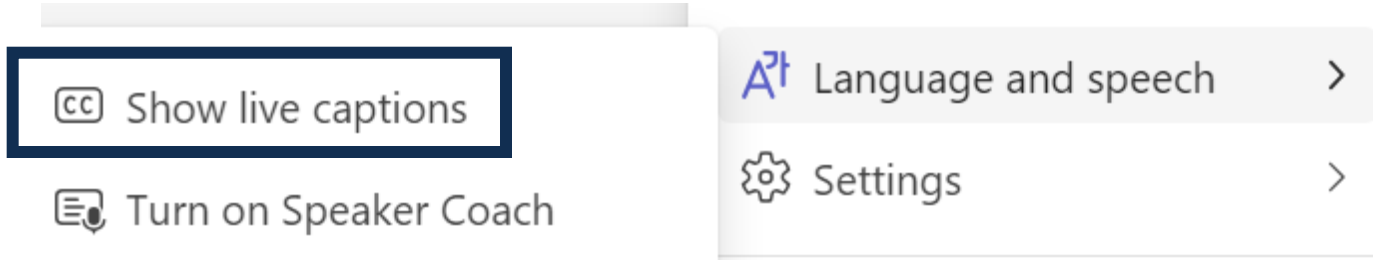
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U.S. DEPARTMENT OF LABOR

SCSEP Performance and Reporting

Grantee Orientation – January 30, 2024

What does GPMS stand for?

Please put your guess in the chat!

Agenda

- The World of SCSEP Data
- SCSEP Performance Measures
- Goal Setting and Performance Evaluation

15 min break

- QPR Reporting
- Additional Reporting
- Data Validation
- Resources and Q&A

GPMS and SCSEP Data Sources

The World of SCSEP Data

- All participant data is required to be entered into the DOL-provided case management system – the **Grantee Performance Management System (GPMS).** Data must be inputted in an accurate and timely manner.
- Data collected in GPMS is used for:
  - Tracking participant eligibility, services, and outcomes
  - Ensuring grant performance expectations are met
  - Evaluating the successes and challenges of the program for ways to improve
  - Completing reporting requirements including the quarterly performance report, equitable distribution, and the minority report

The State of GPMS in 2025

- Current Functionalities
  - Internal Quarterly Performance Report (QPR)
  - Current Reports:
    - Participant Current/Exited Detail (CE)
    - Waiver of Durational Limit
    - Participant Hours (PHR)
    - Participant Actions
    - Most in Need/Waiver Factor Actions (MINWFA)
    - Follow-Up (FU)
    - Assignment by Host Agency (AHA)
    - Equitable Distribution (ED)

The State of GPMS in 2025 Cont.

- 2025 Focus Areas
  - Additional reporting tools: Approved Breaks in Service Report, Waitlist Utility Enhancements, Transfer Utility, Reassess Extracts
  - Addressing system bugs:
    - Including tasks and notification issues, duplicate records on CE report, search issues, etc.
  - Implementing Enhancements:
    - A few upcoming: add median earnings to follow-up report, allow additional participants per page for Manage Paid Hours tool, Automate Urban/Rural selection based on zip code
    - We want to know your GPMS wish lists! Please send all suggested system enhancements to Zendesk
- Updated GPMS training and continued support through vLive as needed

The World of SCSEP Data: Additional Sources

- SCSEP relies on additional data sources to meet programmatic requirements set under the OAA, and ensure we are serving all older workers equitably.
- These data sources include:
  - American Community Survey Data (ACSI) (5-year County Estimates) for:
    - The number and percent of those 55 and older at or below 125% of poverty
    - The number and percent of those below the poverty rate
  - Bureau of Labor Statistics (BLS) Data for:
    - Unemployment rates by county
    - Average weekly wage rates by county
- This data is used to:
  - Set the equitable distribution of Authorized Positions
  - Adjust performance goals for goal setting and performance evaluation
  - Evaluate service trends in the minority report

Part I – SCSEP Performance Measures

Core Performance Measures

- Employment-Based Measures
  - Employment rate 2nd quarter after exit
  - Employment rate 4th quarter after exit
  - Median Earnings of participants employed during the 2nd Quarter after exit
- Services to Participants Measures
  - Hours (in the aggregate) of community service
  - Number of eligible individuals served
  - Number of most-in-need individuals served
- Indicators of Effectiveness
  - Indicators of Effectiveness in serving employers, host agencies, and project participants

Employment Rate after Exit

- The percentage of project participants who are in unsubsidized employment during the indicated quarter after exit
- Measured twice during the follow-up year: 2nd quarter after exit and 4th quarter after exit

$$\frac{\text{\# of participants in unsubsidized employment in the indicated quarter after exit}}{\text{\# of participants who exited during the reporting period*}} \times 100$$

* does not include excluded participants

Reasons for Exit

Included in Employment Rate Measures

- Unsubsidized Employment
  - Regular Employment
  - Self-employment
- Other Reason for Exit
  - Moved from area
  - For cause
  - Voluntary
  - Durational Limit

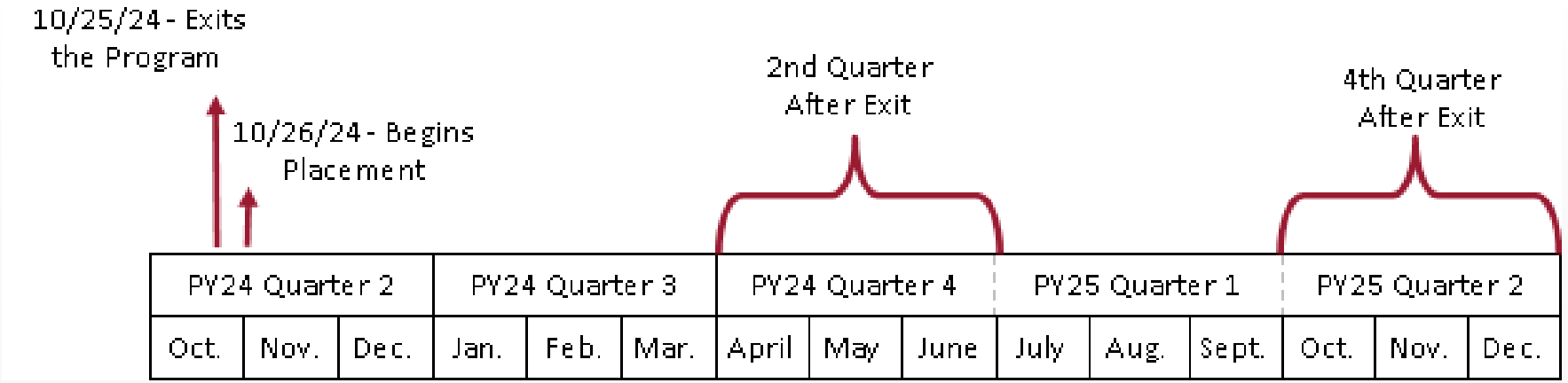
Excluded in Employment Rate Measures

- Exclusion at Exit
  - Deceased
  - Institutionalized
  - Health/Medical
  - Reserved forces called to duty
  - Ineligible at recertification due to income
  - Donor record of a transferred participant – excluded from all exit-based measures

Employment Rate after Exit - Example

Maria completes her CSA and exits the program on 10/25/2024. She begins her placement, or unsubsidized employment on 10/26/24.

1. When is her 2nd quarter after exit?
2. When is her 4th quarter after exit?



Employment Rate: Main Drivers of Performance

Positive Indicators

- Comprehensive assessments and IEP development
- Exiting for unsubsidized employment
- Placement is a good match for the participant and their skills
- Timely follow-up

- How to diagnose performance:
  - Use the Follow-Up Report to identify undone or incomplete follow-ups
    - Follow-up should still be conducted with participants who did not exit for employment – positive employment after exit can still be reported on for employment rate and median earnings

Median Earnings

For all participants who exited and are in unsubsidized employment during the second quarter after the exit quarter, the wage that is at the midpoint (of all the wages) between the highest and lowest wage earned in the second quarter after the exit quarter.

Wages are reported during the 3rd quarter after exit.

Example: Sub-grantee A had 9 participants who were employed two quarters after exit. Their wages are shown on the right. The middle wage, or median earnings is $3,156.

$1,132
$2,325
$2,445
$2,914
$3,156
$3,576
$3,978
$4,167
$9,465

Median Earnings – Main Drivers of Performance

Positive Indicators

- Average starting wage and number of hours of work per week
- Retention with the same employer throughout the whole quarter
- Timely and complete follow-ups

How to diagnose performance:

- Use the Follow-Up Report to identify undone or incomplete follow-ups
  - Undone follow-ups will not be counted in the measure, incomplete follow-ups may result in a 0 wage which can skew the measure

Service Level

The total number of participants served, divided by a grantee's authorized positions, after adjusting for differences in minimum wage among the States and areas (modified positions).

$$\frac{\text{\# of participants served}}{\text{\# of modified positions}}$$

Service Level: Calculating Enrollment & Service Goals

To know the total **number of participants to serve** throughout a program year, multiply the service level goal by the number of modified positions

- Example:
  - Goal: 160%
  - Modified Positions: 56
  - Participants to serve goal: 90

To know the total number of participants to enroll throughout a program year, subtract the number of participants carried over from the participants served goal. Divide by 4 to determine the average number of participants you must enroll each quarter.

- Example:
  - Participants to Serve Goal: 90
  - Carried over participants: 41
  - Enrollment goal: 49
  - Quarterly enrollment goal: ~12

Service Level: Main Drivers of Performance

Positive Indicators

- Strong recruitment leading to consistent enrollment of new participants
- Balanced customer flow – sufficient exits to allow new participants to be enrolled (turnover)
- Minimal open slots (vacancies)
- Strong relationship with host agencies

How to diagnose Performance – possible causes:

- Ineffective outreach and recruitment strategy
- Insufficient exits to employment to allow for new enrollments
- Enrollment processing time is too long
- Lack of suitable host agencies
- Inactive participants

Community Service

The total number of hours of community service provided by SCSEP participants divided by the number of hours of community service funded by the grantee's grant, after adjusting for differences in minimum wage among the States and areas. Training hours, sick hours, and participant-required action hours are removed from the denominator.

$$\frac{\text{Total Hours of Community Service}}{\text{Funded Amount* - (training hours + sick hours + participant required action hours)}}$$

** Funded amount is defined as – Modified Positions x 21 hours a week x weeks in reporting period (shortened to MP x 273 x quarters in reporting period)*

Community Service: Main Drivers of Performance

Positive Indicators:

- Balanced customer flow – sufficient exits to allow new participants to be enrolled (turnover)
- Accurate and timely timesheet submission
- Few approved breaks in participation (leave without pay)

How to diagnose Performance – possible causes:

- Determine what is restraining enrollment or hours
  - Inadequate management tools to track hours and payroll
  - Processing time
  - Approved breaks

Service to Most in Need

The number of the most-in-need individuals served or the total number of the following characteristics for all participants divided by the number of participants served

Most-In-Need Characteristics

1. Severe Disability;
2. Frail;
3. 75 or older;
4. Age-eligible but not receiving benefits under Title II of the Social Security Act;
5. Reside in an area with persistent unemployment and have severely limited employment prospects;
6. Limited English proficiency;
7. Low literacy skills;
8. Disability;
9. Reside in a rural area;
10. Veteran;
11. Low employment prospects;
12. Has failed to find employment after using services provided under title I of WIOA;
13. Homeless or at risk of homelessness; or
14. Formerly incarcerated.

Service to Most in Need: Recording Data

Recorded only in Characteristics Section of GPMS:

- Recorded at enrollment – any later changes are made only in the characteristics section
- Includes: Veteran Status, Individual with a disability, Homeless or at risk of homelessness, Urban or Rural, Failed to find Employment after using Title I, Low Employment Prospects, Formerly incarcerated

Updated during Recertification:

- Used for the waiver factor for the individual durational limit
- Includes: Severe Disability, Frail, Old Enough but not Receiving SS Title II, Severely Limited Employment Prospects, Limited English Proficiency, Low Literacy Status, 75+

Service to Most in Need: Main Drivers of Performance

Positive Indicators:

- Recruitment strategies targeting priority of service populations
- Identifying a holistic approach to conducting intake and assessment
- Obtaining and documenting the information to establish a barrier
- Updating the waiver factors each program year

How to diagnose Performance – possible causes:

- Lack of understanding of definitions and guidance leads to both under/over-reporting of barriers
- Check demographics to see if grantee is enrolling the target population

Indicators of Effectiveness

- Indicators of effectiveness in serving employers, host agencies, and project participants is measured by the combined results of customer assessments of the services received by each of these three customer groups
- Surveys use the American Customer Satisfaction Index (ACSI) to measure effectiveness of the program
  - It's three questions provide a single weighted score from 0-100, which are aggregated for a single average score
- The survey askes additional questions about critical aspects of services to customers to gain insight and improve service delivery

Customer Satisfaction Surveys Methodology

- The Participant and Host Agency surveys:
  - Random samples are drawn from participant or host agency records that were active in the last year in GPMS
  - OMB has set a standard of a 70% response rate standard, which requires grantees and sub-grantees to do their part to increase the response rate. This includes:
    - Cleaning up “bad addresses” – mail addresses for participants, and main contact/email addresses for host agencies
    - Send the pre-survey letters to those in the sample, and alert both customer groups to the impending survey
- The employer survey is under redesign to closer align to the WIOA employers measure and will not be evaluated in PY25

Summary: Grantee's Responsibility

- Enter all data timely in GPMS including:
  - Enrollments; assignments and additional services; IEP; paid hours; recertification; placement; follow-up; etc.
- Run GPMS reports to identify gaps in data and ensure all sub-grantees are complying with data entry requirements
- Analyze quarterly data submitted to WIPS for areas of low improvement and reach out to your FPO for assistance in improving performance.

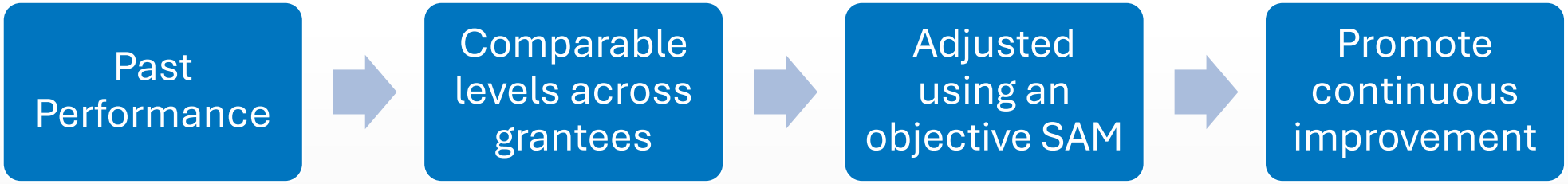


For additional information and questions: SCSEPTechnicalAssistance@dol.gov

Part 2 – Goal Setting and Performance Evaluation

Performance Goal Negotiation

- The Department negotiates expected levels for the core performance measures with SCSEP grantees on a two-year basis
- In reaching the proposed levels of performance, the Department considers:



- Grantee's can engage in a negotiation process using supporting data to further adjust goals

Economic and Characteristic-based Adjustments

- The Department uses an objective statistical adjustment model (SAM) to adjust expected levels of performance for the three employment measures, based on economic conditions and participant characteristics that have the most clear-cut impact on performance
  - Economic factors in each county are compared to the nationwide average for the poverty level; unemployment rate; and weekly wage rate
  - The SAM identifies characteristics that had a statistically significant effect on employment outcomes. Examples of characteristics from PY23 include:

Employment 2nd Quarter		Employment 4th Quarter		Median Earnings
Percent Male	↓	Percent Male	↓	Percent Male
Percent Displaced Homemaker	↓	Percent Displaced Homemaker	↓	Percent Disabled
Percent with Bachelor's Degree or Master's Degree	↑	Percent with Bachelor's Degree or Advanced Degree	↑	Percent with Advanced Degree
		Percent Poverty	↓	Percent Receiving Public Assistance

Grantee Performance Evaluation

- DOL assesses performance annually based on each program year's final performance data
- The SAM is refreshed, and the performance goals are adjusted to reflect the actual economic conditions and characteristics of participants in the corresponding program year
- Actual performance as compared to goals is aggregated, after adjusting goals based on economic conditions and participant characteristics
  - In the current grant cycle, only 1 grantee has failed to meet 80% of the agreed-upon level of performance in the aggregate

Grantee Performance Evaluation Cont.

- A grantee fails to meet the expected levels of performance if they fall below 80% in the aggregate of percent achieved
- Grantees who fail performance must submit a corrective action plan and technical assistance will be provided
  - Any National Grantee that has failed to meet expected levels of performance for *four* consecutive years will not be allowed to compete in the next grant competition
  - Any State Grantee that fails to meet the expected levels of performance for *three* consecutive years will be required to compete to award the funds allotted to the State
- Grantee performance and negotiated goals are made publicly available on the Department's Older Workers website

Performance Summary: Grantee's Responsibility

- **Goal Setting:**
  - Review National Office proposed goals and accept goals, or communicate intent to negotiate
    - If negotiating, collect and submit data that supports an additional goal adjustment. Then, present the data to the National Office for review.
- **Grantee Performance Evaluations:**
  - Enter all collected data timely via GPMS to be included in the evaluation.
  - If the aggregate percent achieved is below 80% on the evaluation, complete and implement the required Corrective Action Plan



For additional information and questions: SCSEPTechnicalAssistance@dol.gov

BREAK

Part 3 – QPR Reporting

Quarterly Performance Report (QPR)

- A Quarterly Performance Report (QPR) summarizes information on a grant's participants, services, and performance indicators.
  - Reports are available at the Nationwide, Grantee, and Sub-grantee level.
- Official QPRs are submitted quarterly, and an annual QPR summarizes all four quarters of every program year

Navigating the QPR

Five main sections on the QPR:

- **Grant Overview**
  - Grantee Information, Authorized and Modified Positions, Average Project Duration
- **Section A: Participant Summary Information (Demographics)**
  - Sex, Age, Ethnicity/Race, Education, MIN Characteristics, Other
- **Section B: SCSEP Core Performance Measures**
  - 7 Core Performance Measures and Goals
- **Section C: Participation Level information**
  - Enrollment and Exiter data
- **Section D: Summary Information**
  - Training, Placement, and Community Service data

GPMS QPRs

- GPMS includes a QPR report available at the grantee and sub-grantee level
- QPRs can be run for a single quarter or for an entire program year
- The GPMS QPR will continue to serve as a forecasting tool after the transition to WIPS, and the employment-based measures will not contain the additional 2-quarter lag

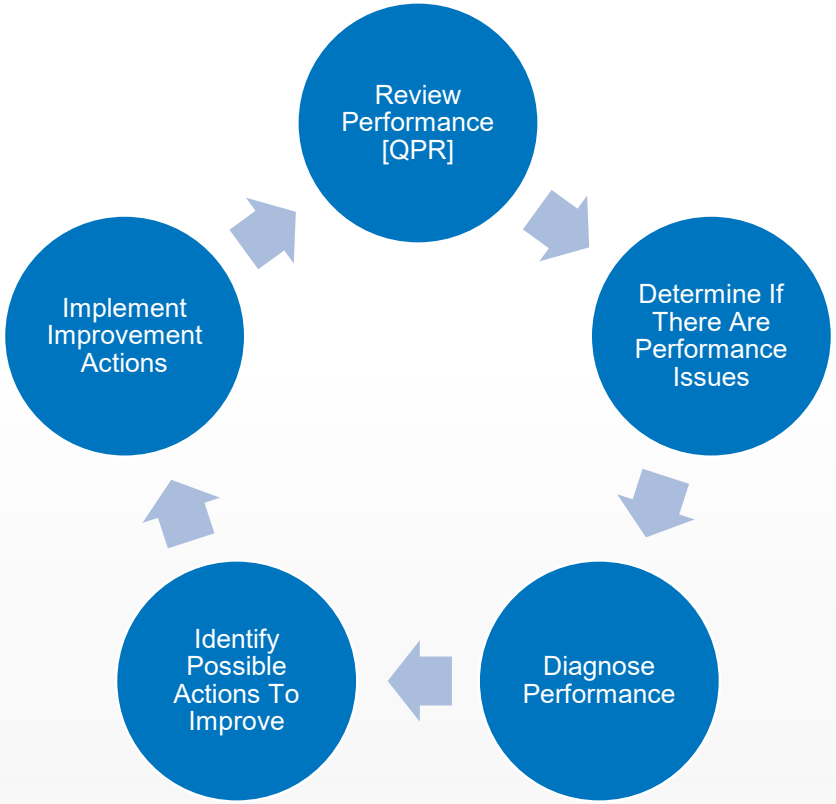
WIPS QPRs

- SCSEP grantees began reporting QPRs in ETA's shared reporting system – **WIPS** – in February 2025
  - QPRs submitted to WIPS will become official performance records beginning in PY 2025
- Note: The data elements on the QPR are identical, however, there are some differences in how the data is reported:
  - Community Service Measure: WIPS contains the old definition (without the removal of sick and PRA hours), which will be updated in WIPS by PY25.
  - Employment-based measures: 2-quarter lag for all employment-based measures

Performance Measure Reporting Periods

- Service Level, Community Service, and Most in Need – live indicators
  - Participants active in the quarter being reported are included in the measure (or current quarter and last three quarters for rolling 4)
- 2nd Quarter, 4th Quarter, and Median Earnings – exit-based indicators
  - 2nd Quarter and Median Earnings – exiters who left the program 4 quarters prior to current reporting quarter
  - 4th quarter – exiters who left the program 6 quarters prior to current reporting quarter
- WIPS provides reports for one quarter of exiters/participants and on a rolling-4 quarter basis
- SCSEP Performance Reporting Periods Tool

Continuous Improvement Cycle



- **Consider/Review:**
  - Recruitment policies
  - Current processes
  - Changes in customer characteristics
  - Possible partners with a role to play
  - External Conditions that may be affecting performance
- **To identify actions:**
  - Include staff on the ground
  - Look at national best practices and high-performing peers
  - Review practices from other similar programs

Applying the QPR to Diagnose Performance

Examples: Community Service

A Grantee's QPR shows a rate well below their community service goal. What other QPR fields could we look at to help diagnose why the rate is low?

1. Service Level Goal (B1.1)
2. Current Participants/Vacancies (C.1e/C.1f)
3. Number of Hours of Training (D.11)

These fields help indicate if the issue is related to low enrollment, or missing data.

Applying the QPR to Diagnose Performance Cont.

Example: Most in Need

A Grantee's QPR shows a rate well below their Most in Need Goal. What other QPR fields could we look at to help diagnose why the rate is low?

1. Demographics – Most in Need Characteristics (A5a-5n)

Questions to ask to diagnose under-reporting:

- Is there a demographic category that contains 0's or lower than expected rates?
- How do the rates compare to the Nationwide QPR, or past quarters in your service areas?
- Are there specific sub-grantees that have lower rates as compared to other sub-grantees in similar service areas?

Applying the QPR to Diagnose Performance Cont. 2

Example: Median Earnings

A Grantee's QPR shows a rate well below their Median Earnings goal. What other QPR fields could we look at to help diagnose why the rate is low?

1. Employment Rate Q2 (B2.1)

If the numerator for Q2 does not match the count in Median Earnings – this means that follow-up 1 was completed, however follow-up 2 is missing

QPR Summary: Grantee's Responsibility

- Enter all collected data timely via GPMS to be included in the QPR
- Run reports to understand where performance stands throughout each quarter and reach out to your FPO for assistance with understanding measures or improving performance
- Submit WIPS QPRs on time to be included in wage matching process



For additional information and questions: SCSEPTechnicalAssistance@dol.gov

Part 4 – Additional Reporting

Equitable Distribution

What is Equitable Distribution?

- Equitable Distribution (ED) is the obligation to serve each county in accordance with its number of Modified Positions
- Within each state, the distribution of AP to the counties is determined by each county's percentage of the SCSEP-eligible population in the state as determined by the Census. ED is reset for each national grantee competition
- ED ensures that every eligible individual in a state has an equal chance of enrolling in SCSEP. Without ED, grantees would have powerful incentives to serve predominantly areas where the host agencies and jobs are located

Equitable Distribution Report

- Grantees complete an annual report on the degree to which they have complied with ED in their service areas.
- There are three sections of the report:
  - Summary of the Variance Data ;
    - GPMS contains quarterly Equitable Distribution data that tracks the number of MP in each county, the enrollment number, and the variance, or difference between the MP and enrollment
  - A discussion of the reasons for and significance of the variance; and
  - A plan to improve ED in the grant during the program year

SCSEP Minority Report

- An analysis of the levels of participation and the outcomes achieved by minority individuals at the nationwide and grantee levels
  - *Volume I*: Participation rate for SCSEP, by minority category, compared with census data for older, low-income adults
  - *Volume II*: Employment-based outcomes compared by race and ethnicity
- Grantees use the report data to improve services to individuals from minority populations
  - Annual allotment TEGLs, State Plans, and funding competitions require grantees to describe those efforts

Customer Satisfaction Survey Result Reports

- The Customer Satisfaction Survey Report has two parts:
  - Nationwide report - contains:
    - Aggregate results for each question on the participant and host agency surveys,
    - Response rates and ACSI scores for each grantee
    - An Analysis of key drivers of the ACSI score for participants and host agencies
  - Grantee-level report – contains:
    - Results for each question on the participant and host agency surveys by grantee
    - Analysis of the key drivers of the ACSI score for participants and host agencies for each grantee

Reporting Summary: Grantee's Responsibility

- Equitable Distribution Report (Quarter 2):
  - Target Report Date: Quarter 2 (Oct-Dec)
  - Comply with Equitable Distribution
  - Complete an annual report (Q2) based on data housed in GPMS
- SCSEP Minority Report:
  - Target publication date: May of each year, with Volume 2 produced for use in the annual grant application process
  - National Office uses GPMS data to complete and publish the analysis
  - Grantees review the report and use conclusions to improve service delivery to minority populations

Reporting Summary: Grantee's Responsibility Cont.

- Customer Satisfaction Reports:
  - Target publication date: ACSI scores are available for the Grantee Performance Eval (120 days after the end of a program year), the report follows later in the Fall
  - Grantee's clean data in GPMS for entities in the sample population
  - National Office sends out surveys and completes the grantee and nationwide reports
  - Grantees review the report and use conclusions to improve service delivery to participants, host agencies, and employers



For additional information and questions: SCSEPTechnicalAssistance@dol.gov

Part V – Data Validation

Data Validation Framework

Data validation is a vital aspect of SCSEP to ensure the accuracy, validity, and reliability of data.

What's included in the data validation framework?

- Timely, and comprehensive documentation of data into the case management system (GPMS)
- GPMS data validations – data type checks, range check, unique values
  - Ex: unique SSNs, DOB must be a date, error messages for overlapping dates, etc.
- Documentation verification – supports eligibility and services received
  - Ex: Birth certificate to support DOB, payroll records supporting hours paid
- Periodic case review of eligibility, performance outcomes, and documentation
  - Ex: Pulling a sample of cases and completing a full review of all data elements and supporting documents on a case

Transition to Joint Data Validation (TEGL 23-19)

In PY25, SCSEP will be joining joint ETA Data Validation TEGL 23-19 "G*uidance for Validating Required Performance Data Submitted by Grant Recipients of U.S. Department of Labor (DOL) Workforce Programs*

- The purpose of validation procedures set in the TEGL are to:
  - Verify that the performance data reported by grantees are valid, accurate, reliable, and comparable across programs;
  - Identify anomalies in the data and resolve issues;
  - Outline source documentation for common data elements; and
  - Improve performance accountability.

Joint Data Validation (TEGL 23-19)

Grantee Role	DOL Role
Develop written procedures for conducting data validation	Provide quarterly feedback to grant recipients regarding performance report – anomalies, outliers, potential data issues, etc
Train program staff on their policy and the implementation of the TEGL	Provide technical assistance and review data validation policies
Complete regular data integrity reviews of program data (DOL recommends quarterly)	Conduct monitoring (FPO) that includes checking for data validation policies, verifying compliance, reviewing files and grantees own monitoring
Document missing and erroneous data that was identified, and how it was corrected	Maintain the source document guide (TEGL Attachment II)
Assess DV policies and procedures and make any adjustments as necessary	

Data Validation Next Steps

- TEGL 23-19 Change III will contain SCSEP-specific instructions and document validation (est. Summer 2025)
- Training and additional guidance will be provided this spring and into PY25 on:
  - Grantee Data Validation policies
  - Grantee responsibilities under TEGL 23-19
  - Source documentation guidelines

Part VI – Resources and Q&A

Resources

- Performance and Reporting on the Community of Practice

  Home for all SCSEP Performance resources

  - Performance Hub
  - Workforce Integrated Performance System
  - Data Collection Handbook
  - GPMS Handbook

- Performance on the DOL ETA Website

  Record of performance goals, and historical performance

  - Grantee Performance Reporting | U.S. Department of Labor

Training and Technical Assistance

GPMS

- GPMS VLive
  - Twice monthly office hours to support all levels of GPMS users
- Updated GPMS training coming soon!

Performance

- Reach out to your FPO for any performance-related question
- Upcoming webcasts to review in further detail key SCSEP performance items



For additional information and questions: SCSEPTechnicalAssistance@dol.gov


THANK YOU