



Workforce System Performance Measures “IT Experts” Work Group Meeting Notes

*Oregon Employment Department, 875 Union St. NE, Salem
Second Floor, Eric Moore Conference Room*

August 7, 2014

Attendance: Curt Barnes, Alan Beeler, Jackie Cray, John Glen, Jennifer Medhaug, Toshihiko Murata, Rich Osborn, Becky Rogers, Jeff Rollman, Sandy Silvers

Guests: Brian Allen, Tiffany Hubbard Fraijo

Review of meeting notes

The work group reviewed the meeting noted from the July 31st meeting.

Topic: Should Title 1b send youth records to PRISM? Since youth can be either seeking employment or going to school, and in the Title 1b data system there's no way to distinguish between the two, the concern was the youth who are going to school will show up in the denominator, and as a result will lower the entered employment and retention rates. Jennifer indicated she would have a discussion with the staff at WSI and would report back at the next meeting.

Answer: Title 1b will be sending youth records to PRISM.

Topic: What meets the income criteria for people with disabilities established in WIA section 101?

Answer: As long as the individual has been certified having a disability, the income criteria is the same for people without a disability.

Question: Can partners send all their files related to the customer after the individual completes all their services?

Answer: The partners will be asked to send their data as soon as the individual begins receiving services from the workforce system. John provided three examples of an episode that supports why the partners should send data on individuals each quarter as the individual receives services. Sending data for the individual after exit can show false exits due to the timing of the services.



The work group reviewed components of TEGL 17-05. The following definitions are taken directly from TEGL 17-05.

What is the definition of a participant?

A participant is an individual who is determined eligible to participate in the program **and** receives a service funded by the program in either physical location or remotely through electronic technologies.

When does program participation occur? (Passed out the Handout – Services that trigger participation and can extend exit)

Participation in the program commences when the individual begins receiving a service funded by the program. This is the date of participation. If the participant receives services from multiple programs, use the earliest date of service.

An individual may be participating in several programs simultaneously and may be counted as a participant in each of those programs.

Post-employment follow-up services designed to ensure job retention, wage gains, and career progress does not result in the commencement of a participation period.

Examples of other services that do not commence participation in a program include the following:

- Determination of eligibility to participate in the program;
- Caseload management activities of an administrative nature;
- Income maintenance or support payments e.g., Unemployment Insurance benefit payments, TANF, other cash assistance, Food Stamps, and subsidized childcare.

What is the definition of program exit?

Program exit means a participant has not received a service funded by the program or funded by a partner program for 90 consecutive calendar days, and is not schedule for future services. The exit data is the last date of service.



Follow-up services designed to ensure job retention, wage gains, and career progress do not count as a service that would extend the participation period.

Examples of other services that do not extend the participation in a program include the following:

- Determination of eligibility to participate in the program;
- Caseload management activities of an administrative nature;
- Income maintenance or support payments e.g., Unemployment Insurance benefit payments, TANF, other cash assistance, Food Stamps, and subsidized childcare.

However, trade readjustment allowances and other needs-related payments funded through the Trade Adjustment Assistance program, WIA, or National Emergency Grants are elements of a training program that delay program exit because these allowances and payments are tied to continuous participation in skills training.

The phrase “and is not scheduled for future services” does not apply to a participant who voluntarily withdraws or drops out of the program.

Are there any exceptions to the definition of exit?

A participant should not be considered as exited if there is a gap in service of greater than 90 days in one of the following circumstances:

- Delay before the beginning of training;
- Health / medical condition; and
- Temporary move from the area.

A gap in service can last no more than 180 consecutive calendar days from the date of the most recent service to allow time to address the barriers to continued participation. However, grantees may initiate a consecutive gap in service of up to an additional 180 days for the participant that follows the initial 180-day period to resolve the issues.

Voc. Rehab has situations where individuals may either be scheduled for training with a break in service for more than 90 days or individuals receive a service during the quarter but the service is not tracked by their data system. In these cases, Voc. Rehab will send a service each quarter in order to keep the episode open. This process will avoid having to include a flag in the partner data submissions that indicate the individual has a break of 90 days or more between services and is scheduled for future services.



When does exit from the program occur?

Once a participant has not received any services funded by the program or a partner program for 90 consecutive calendar days, has no gap in service, and is not scheduled for future services, the date of exit is applied retroactively to the last day on which the individual received a serviced funded by the program or a partner program.

If the participant receives services from multiple programs, then states and grantees may use the last or most recent date of service as the “date of exit” for use in reporting on the measures in each program.

When can a participant be excluded from common measures?

A participant can be excluded from common measures either at the time of exit or during the three-quarter measurement period following the exit quarter, may be excluded from common measures.

- Institutionalized
- Health/Medical or Family Care
- Deceased
- Reserve Forces Called to Active Duty
- Invalid or Missing Social Security Number

Data Sources

The following are the sources of data for employment related performance measures.

- Unemployment Insurance wage records
- Wage Record Interchange System (WRIS) for Wagner-Peyser, Title 1b, Trade Act
- Wage Record Interchange System 2 (WRIS2) for all other programs
- Federal Employment Data Exchange System (FEDES) includes federal wage records for Office of Personnel Management (OPM) and Department of Defense

Although a majority of employment situations will be covered by wage records, certain types of employment, particularly self-employment, are either excluded from the sources of data identified above, or are very difficult for grantees to access due to data confidentiality issues.



Therefore, in order to convey full and accurate information on the employment impact of programs, grantees may use supplemental sources of data to document a participant's entry and retention in employment for those participants not covered by wage records. Allowable sources of supplemental information for tracking employment-related outcomes include case management notes, automated data base systems, one-stop operating systems' administrative records, surveys of participants, and contacts with employers. Supplemental sources of data may only be used for **entered employment and retention**.

Who needs to be reported in the common measures participant counts?

Participant counts are all individuals who have been determined eligible and receive a service, including self-service and informational activities, in either a physical location or remotely through electronic technologies.

Who needs to be included in the performance measures calculations?

All participants who receive a core, intensive, or training service who exit the program are to be included in performance measures calculations, except WIA adult and dislocated worker program participants who only receive self-service or informational activities from performance calculations.

What are self-service and informational activities?

Self-service and informational activities are those core services that are made available and accessible to the general public; that are designed to inform and educate individuals about the labor market, their employment strengths and weaknesses, and the range of services appropriate to their situation; and that do not require **significant staff involvement** with the individual in terms of resources or time.

Self-service occurs when a participant serve themselves in accessing workforce information or activities.

Informational activities are designed to inform and educate a participant about the labor market and to enable a participant to identify his or her individual employment strengths, weaknesses, and the range of services appropriate for the individual.



What is significant staff involvement?

Significant staff involvement is fundamental to determining if a participant will be considered in performance calculations. The critical distinction is determining when a participant has received a level of service that requires significant staff involvement.

Significant staff involvement includes a staff member's assessment of a participant's skills, education, or career objectives in order to achieve any of the following:

- Assist participants with next steps in the search for employment, training, and related services, including job referral;
- Assist participants in assessing their personal barriers to employment; or
- Assist participants in accessing other related services necessary to enhance their employability and individual employment needs.

A participant who receives this level of service has received a service that involves a significant level of staff involvement; therefore, this participant would be included in the performance measures calculation.

On the other hand, when a staff member provides a participant with readily available information that does not require an assessment by the staff member of the participant's skills, education, or career objectives, the participant is a recipient of informational activities. This includes labor market trends, unemployment rate, businesses that are hiring, high-growth industries, and occupations that are in demand.

Other business:

Each partner is asked to send an updated list of field offices. The new PRISM will produce GIS mapping, so the partners were asked to provide John with the address of each field office.

The partners will receive a data matrix. Each partner is asked to update the matrix indicating the data elements they currently collect.

Each partner needs to update their program codes.

At this time no further meetings are required. John indicated if another meeting is needed, we may be able to have a telephone conference. The meeting was adjourned at 11:05.

Exit Date Calculations

AN EPISODE - EXAMPLE 1 Services for One Individual from Multiple Programs

Agency	Date of first service	Service End Date	Service 2	Service End Date	Service 3	Service End Date	Service 4	Service End Date	Date of last service
VR	4/22/2013	5/3/2013	5/29/2013	6/29/2013	NA	NA	NA	NA	6/29/2013
WD	2/26/2013	3/22/2013	4/15/3013	5/22/2013	7/29/2013	8/9/2013	8/26/2013	9/5/2013	9/5/2013
TA	4/1/2013	6/14/2013	6/17/2013	8/9/2013	8/10/2013	8/24/2013	9/15/2013	11/22/2013	11/22/2013
ES	5/29/2013	5/29/2013	7/4/2013	7/31/2013	9/25/2013	12/12/2013	12/14/2013	1/19/2014	1/19/2014
ES (cont.)	4/4/2014	4/11/2013	4/18/2014	6/18/2014	NA	NA	NA	NA	6/18/2014
AF	7/8/2013	7/15/2013	8/26/2013	9/25/2013	10/3/2013	10/8/2013	12/19/2013	1/24/2014	1/24/2014
AF (cont.)	2/17/2014	2/27/2014	2/19/2014	3/6/2014	4/28/2014	5/24/2014	NA	NA	5/24/2014
PP	11/19/2013	11/26/2013	11/30/2013	1/5/2014	1/6/2014	1/9/2014	2/23/2014	2/24/2014	2/24/2014
CC	4/2/2014	5/31/2014	6/9/2014	6/10/2014	6/23/2014	7/5/2014	10/6/2014		

Definition of Program Exit - The term program exit means a participant has not received a service funded by the program or funded by a partner program for 90 consecutive calendar days, and is not scheduled for future services. The exit date is the last date of service.

The data in the table is simulated data.

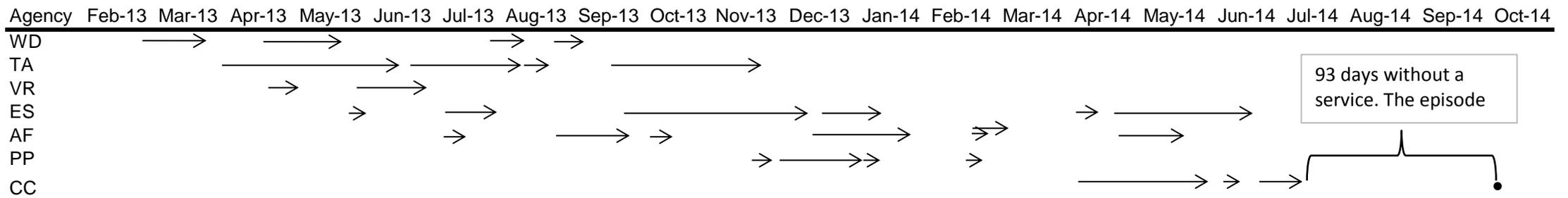
Earliest service start date = 2/26/2013. Last service end date without a 90 day break in services = 7/5/2014 (and not scheduled for future services).

The episode ranges from 2013 Q1 to 2014 Q3, a total of 494 days.

VR = Vocational Rehabilitation; WD = Title 1b; TA = Trade Act; ES = Employment Service; AF = Children, Adults, and Families; PP = Title II, Adult Basic Education; CC = Community College

AN EPISODE - EXAMPLE 1 VISUAL

Services for One Individual from Multiple Programs



The arrow → an indicator for the length of the service. The longer the arrow, the longer the service.

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Exit Date Calculations

AN EPISODE - EXAMPLE 2 Services for One Individual from Multiple Programs

Agency	Date of first service	Service End Date	Service 2	Service End Date	Service 3	Service End Date	Service 4	Service End Date	Date of last service
ES	10/9/2011	10/10/2011	4/3/2012	4/4/2012					4/4/2012
TA	7/22/2012	7/31/2012							7/31/2012
SN	7/1/2011	7/31/2011	8/1/2011	8/31/2011	9/1/2011	9/30/2011	10/1/2011	10/3/2011	
SN (cont.)	11/1/2011	11/30/2011	12/1/2011	12/23/2011	1/1/2012	2/28/2012	3/1/2012	3/31/2012	3/31/2012
UI	7/15/2011	7/21/2011	7/22/2011	7/28/2011	7/29/2011	8/4/2011	8/5/2011	8/11/2011	
UI (cont.)	8/12/2011	8/18/2011	8/19/2011	8/25/2011	8/26/2011	9/1/2011	9/2/2011	9/8/2011	
UI (cont.)	9/9/2011	9/15/2011	9/16/2011	9/22/2011	9/23/2011	9/29/2011	9/30/2011	10/6/2011	
UI (cont.)	10/7/2011	10/13/2011	10/14/2011	10/20/2011	10/21/2011	10/27/2011	10/28/2011	11/3/2011	
UI (cont.)	11/4/2011	11/10/2011	11/11/2011	11/17/2011	11/18/2011	11/24/2011	11/25/2011	12/1/2011	
UI (cont.)	12/2/2011	12/8/2011	12/9/2011	12/15/2011	12/16/2011	12/22/2011	12/23/2011	12/29/2011	
UI (cont.)	12/30/2011	1/5/2012	1/6/2012	1/12/2012					1/12/2012

Examples of services that do not commence participation in a program include income maintenance, support payments, or determination of eligibility.

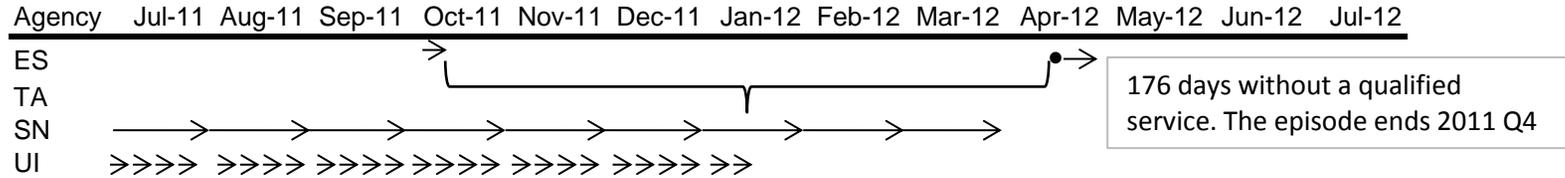
Definition of Program Exit - The term program exit means a participant has not received a service funded by the program or funded by a partner program for 90 consecutive calendar days, and is not scheduled for future services. The exit date is the last date of service.

The data in the table is simulated data.

Earliest service start date = 10/9/2011. Last service end date without a 90 day break in services = 10/10/2011 (and is not scheduled for future services.) The episode ranges from 2011 Q4 to 2011 Q4, a total of 1 day.

AN EPISODE - EXAMPLE 2 VISUAL

Services for One Individual from Multiple Programs



The arrow —> is an indicator for the length of the service. The longer the arrow, the longer the service.

Examples of services that do not commence participation in a program include income maintenance, support payments, or determination of eligibility.

Definition of Program Exit - The term program exit means a participant has not received a service funded by the program or funded by a partner program for 90 consecutive calendar days, and is not scheduled for future services. The exit date is the last date of service.

The data in the table is simulated data.

Earliest service start date = 10/9/2011. Last service end date without a 90 day

break in services = 10/10/2011 (and not scheduled for future services).

The episode ranges from 2011 Q4 to 2011 Q4.

TA = Trade Act; ES = Employment Service; SN = SNAP (Food Stamps); UI = Unemployment Insurance

Exit Date Calculations

AN EPISODE - EXAMPLE 3 Services for One Individual from Multiple Programs

Agency	Date of first service	Service End Date	Service 2	Service End Date	Service 3	Service End Date	Service 4	Service End Date	Date of last service
VR	5/10/2012	10/10/2012	1/4/2013	6/5/2013	2/17/2014	9/5/2014			9/5/2014
ES	7/22/2012	7/22/2012							

Scheduled for future services.

192 days between service end date 3 and beginning of service 4, however the episode continues because the individual was scheduled for future services beginning 2/17/2014.

Definition of Program Exit - The term program exit means a participant has not received a service funded by the program or funded by a partner program for 90 consecutive calendar days, and is not scheduled for future services. The exit date is the last date of service.

The data in the table is simulated data.

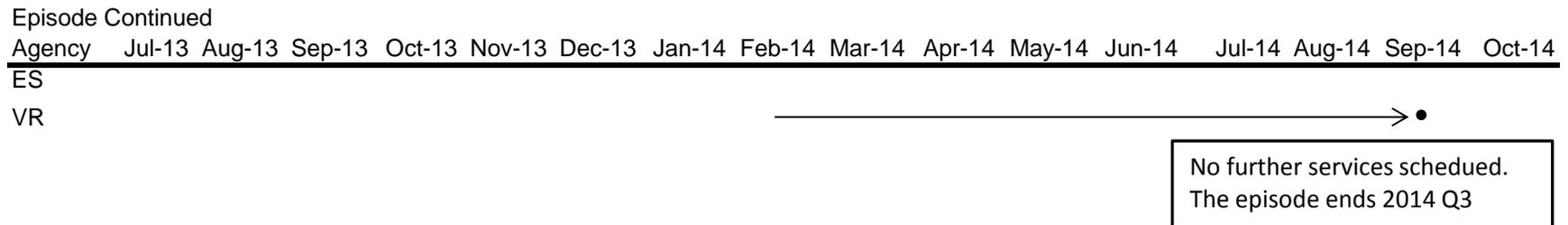
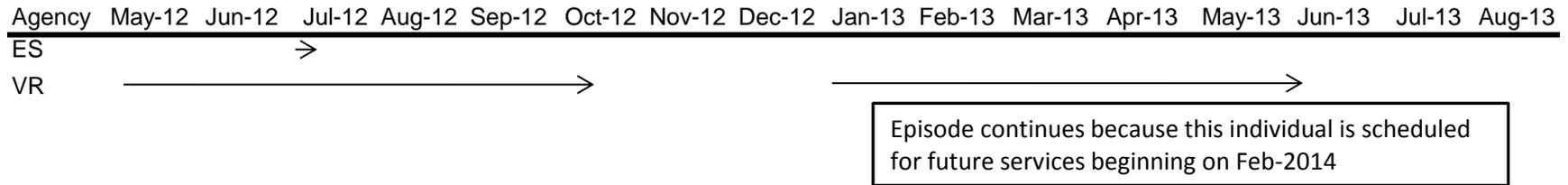
Earliest service start date = 5/10/12. Last service end date without a 90 day break in services = 9/5/2014 (and not scheduled for future services).

The episode ranges from 2012 Q2 to 2014 Q3, a total of 848 days.

ES = Employment Service; VR = Vocational Rehabilitation

AN EPISODE - EXAMPLE 3 VISUAL

Services for One Individual from Multiple Programs



The arrow → is an indicator for the length of the service. The longer the arrow, the longer the service.

Definition of Program Exit - The term program exit means a participant has not received a service funded by the program or funded by a partner program for 90 consecutive calendar days, and is not scheduled for future services. The exit date is the last date of service.

The data in the table is simulated data.
 Earliest service start date = 5/10/2012. Last service end date without a 90 day break in services = 9/5/2014 (and not scheduled for future services).
 The episode ranges from 2012 Q2 to 2014 Q3, a total of 848 days.

ES = Employment Service; VR = Vocational Rehabilitation



SERVICES THAT TRIGGER PARTICIPATION AND CAN EXTEND EXIT

Services that commence participation	Services that can extend the exit date	Services that DO NOT commence participation or extend the exit date
<ul style="list-style-type: none"> ❖ Self-service or self-directed job search and/or workforce information services (does not pertain to WIA youth) ❖ Staff-assisted job search, job referral, career counseling, skills assessment, testing, job development (working with employer and job seeker), workshops, job clubs ❖ Comprehensive and specialized assessments, such as diagnostic testing and interviewing ❖ Individual or Group counseling, career planning, development of individual employment plan ❖ Case management ❖ Short-term pre-vocational services ❖ Training services (occupational skills, on-the-job training, workplace training, cooperative education, private sector training programs, skill upgrading and/or retraining, entrepreneurial training, job readiness training, adult education and literacy activities in combination with training, customized training) 	<ul style="list-style-type: none"> ❖ DOL funded One-Stop partner program services ❖ All required and other appropriate partner program services ❖ Trade readjustment allowances and other needs-related payments funded by TAA, WIA or NEG that are tied to continuous participation or other activities 	<ul style="list-style-type: none"> ❖ Eligibility determination ❖ Case management administrative activities involving regular contact to obtain information regarding employment status, educational progress, need for additional services, etc. ❖ Income maintenance or support payments (e.g., UI, TANF) ❖ Provide assistance not related to employment services (e.g., giving directions or allowing rest room access) ❖ Post-employment follow-up services designed to ensure job retention, wage gains, and career progress