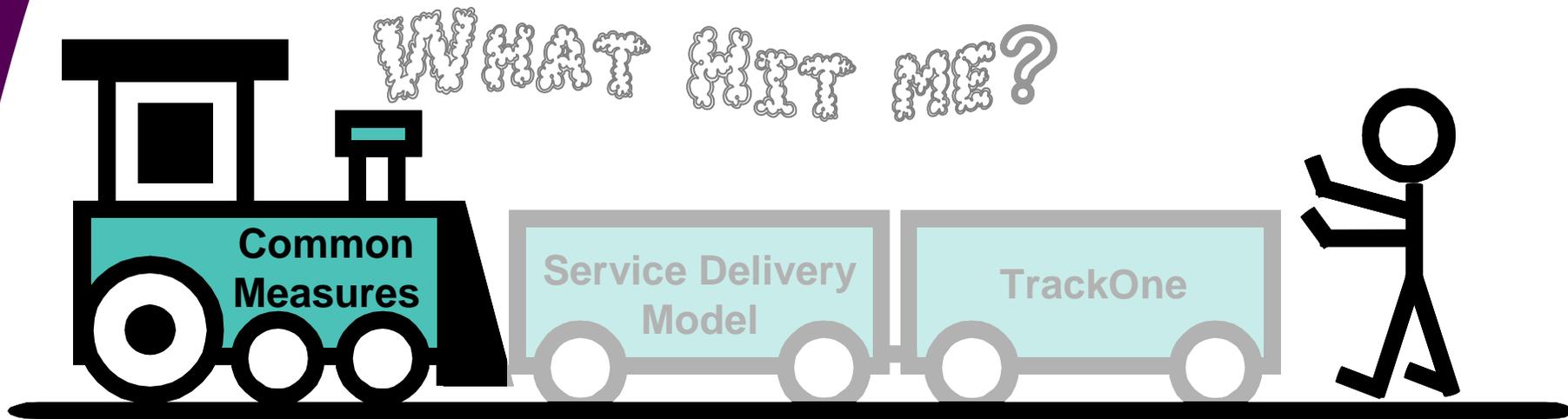


This change feels like...



Unit 2: What's driving this change?

- Unit overview:
 - Common Measures and the service delivery model
 - Exactly what is a service delivery model?
 - What does this have to do with TrackOne?
 - How does this impact case managers?
 - How will this impact my data/reports?



Common Measures

Partner Services

Department of Workforce Development



@Work Solutions

BUILDING A BETTER WORKFORCE

Common Measures

Definition, Purpose & Origin

- Uniform evaluation metrics for five (5) government wide functions
- Measure the effectiveness & efficiency of similar government funded programs
 - Links performance to the budget
 - Encourages accountability for program performance
- Developed by the Office of Management & Budget as part of the President's Management Agenda

Government Functions Subject to Common Measures

- Low Income Housing Assistance
- Job Training & Employment
- Wildland Fire Management
- Flood Mitigation
- Disaster Insurance

Job Training & Employment

- 48 different job training programs located in 10 different government agencies
- Common goal is to improve participant's employment & earnings
- No consistent measure to compare results across programs

US DOL Policy

- Final Policy located in TEGE 17-05, dated 2/17/06
- Applies to DOL funded programs only
- Effective for WIA, Wagner-Peyser and VETS on 7/1/05; Trade Assistance on 10/01/05

Benefits of Common Measures

- Focus on core purpose of workforce system:
Employment for adults & skill attainment for youth
- Break down barriers to program integration
- Resolve questions from GAO and other oversight agencies regarding reliability/consistency of data
- Reduce confusion about program results

Information Needs

- Common measures "will be the core information for all programs but other management information will continue to be necessary."
 - *Program specific information will continue to be needed
 - *Information about participants, services and outcomes will supplement common measures

Job Training & Employment Common Measures

Adult Measures

- Entered Employment
- Employment Retention
- Average Earnings

Youth Measures

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

Terminology

Participant

- Individual determined eligible to participate in the program who receives a service funded by the program in either a physical location or remotely through electronic technologies

Terms Related to Participation

- Participation Date: Date of first program-funded service
- Participation Quarter: Calendar quarter containing the participation date
- Participant Cohort: Group of individuals who share the same participation quarter

Exiter

- A participant who hasn't received a program or partner-funded service for 90 consecutive days and no future services are scheduled
- Often referred to as a "soft exit approach"

Clarification of Exiter

- A gap in service can stop the 90-day clock if based on specific/allowable circumstances

Allowable Circumstances for Gap in Services

- Delay before beginning training
- Health/medical condition of participant/family member
- Temporary move from the area that prevents participation

*Gaps should be ≤ 180 days

*Gaps must be documented and are subject to audit

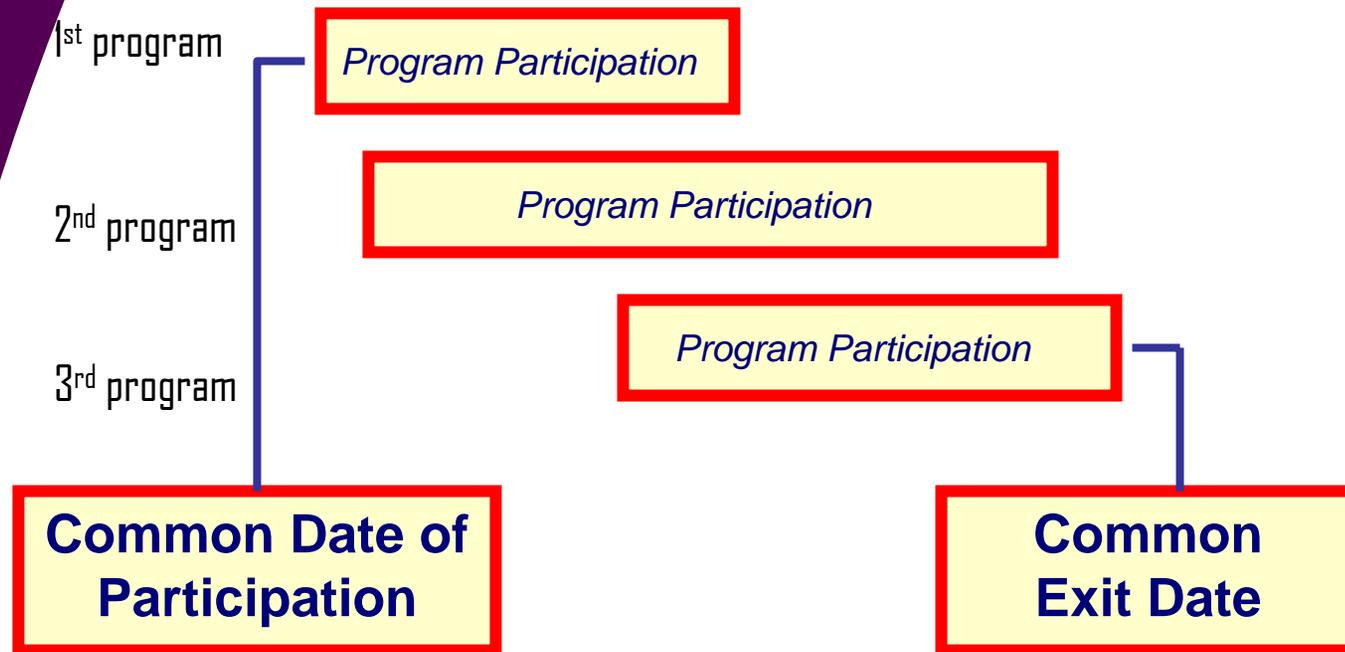
Other Terms Related to Exit

- Exit Date: Last date of service (program or partner funded)
 - *after 90 days, exit date is applied retroactively
- Exit Quarter: Calendar quarter containing the exit date
- Exit Cohort: Group of individuals who exit during the same calendar quarter

Other “Exit” Information

- NOT intended to take responsibility away from case managers; for WIA, case managers do not have to wait 90 days to begin providing follow-up services
- Federal policy states that an exit cannot be officially recorded until 90 days have elapsed

Participation and Exit: A Systems Perspective



In an integrated service delivery system, a participant is exited when all program services are complete, enabling all individual programs to “share” in the final outcomes

If a participant is served by multiple programs, it is possible to record the earliest date of service as the date of participation.

Who is Reported in Participation Counts

ALL individuals who have been determined eligible and receive a service, INCLUDING self-service and informational activities, in either a physical location (One-Stop Career Center or affiliate site) or remotely through electronic technologies

Who is Included in WIA Performance Measure Calculations?

All participants who receive a CORE, intensive or training service who exit the program are to be included in the performance measures calculations, EXCEPT that WIA Section 136 excludes WIA adult and dislocated worker program participants who **ONLY** receive self-service or informational activities

What are Self-Service and Informational Activities

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.

(Ref. 20CFR 666.140(a)(2))

ETA's Interpretation of Self-Service and Informational Activities

- Self-Service = participants serve themselves in accessing workforce investment system information in either a physical location or remotely through electronic technologies.
- Informational activities = may include self-services and staff assisted core services that 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.

Significant Staff Involvement

- Any assistance provided by staff beyond the informational activities regardless of the length of time involved in providing such assistance
- Includes a staff member's assessment of a participant's skills, education, or career objectives in order to assist participants in any of the following:
 - Decide on appropriate next steps in search of employment, training and related services
 - Assess their personal barriers to employment
 - Access other related services necessary to enhance their employability and individual employment related needs

Informational Activities

When a staff member provides a participant with readily available information that does not require an assessment of the participant's skills, education, or career objectives, the participant is a recipient of informational activities. This includes:

- Labor market trends
- Unemployment rate information
- Businesses that are hiring or reducing workforce
- Information on high growth industries
- Information on demand occupations

Participants

Core

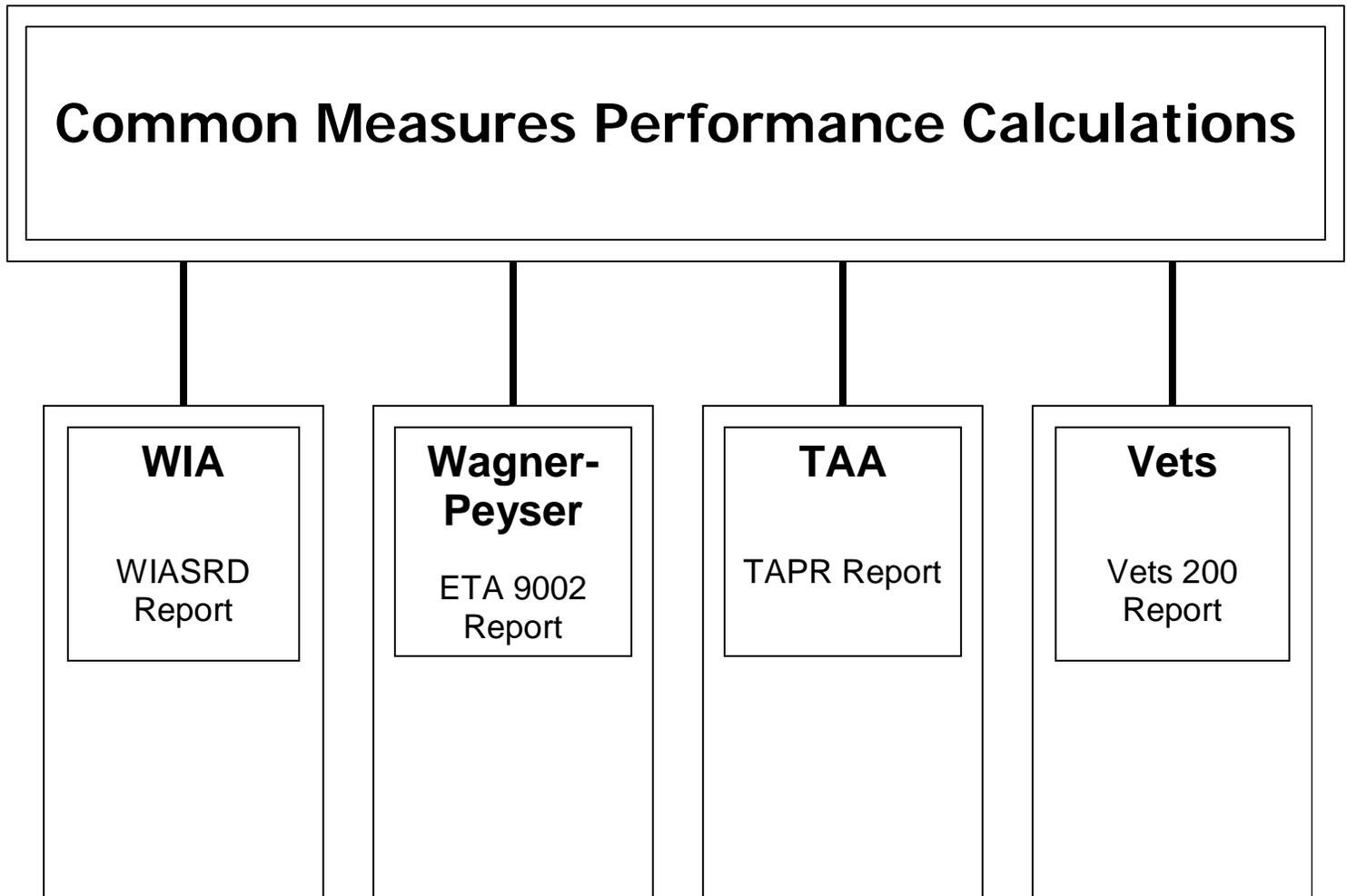
Intensive

Training

Self-Service

Info. Activities

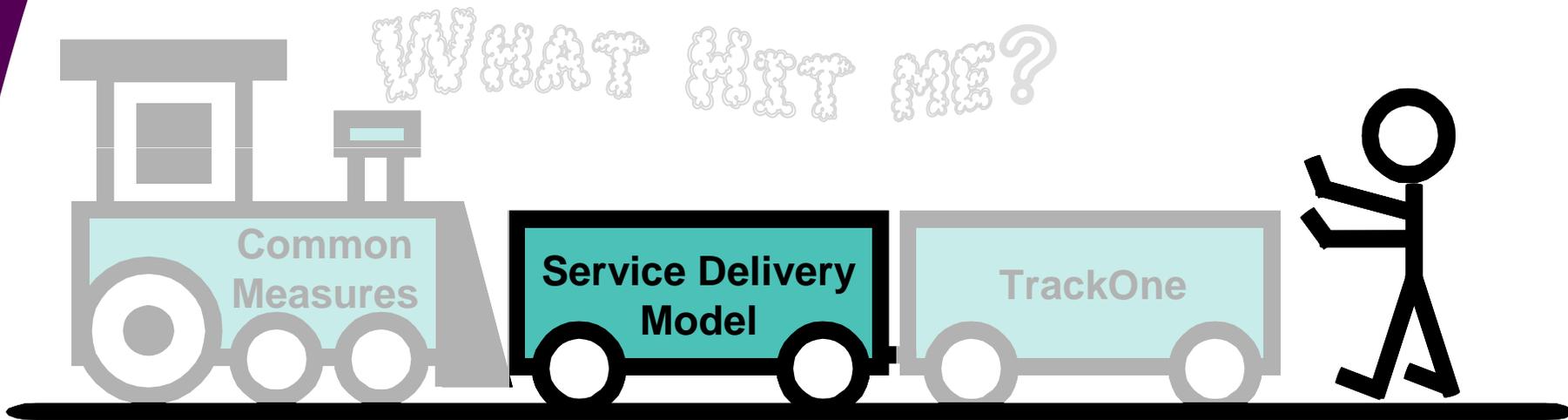
Integrated...for reporting



Time for transition...

Any other questions about common measures before we move to the next car in the train?

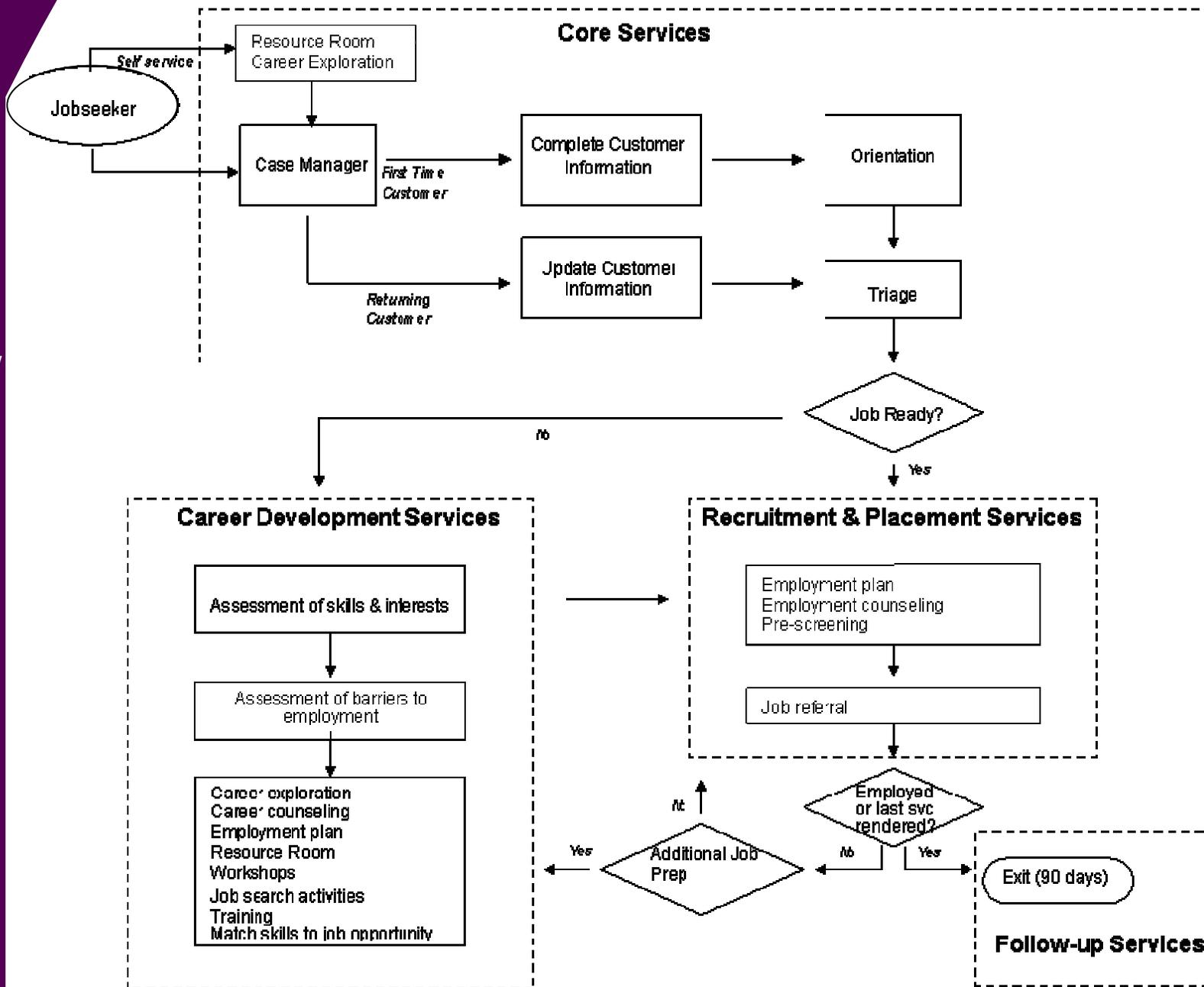
Let's look at the middle car...



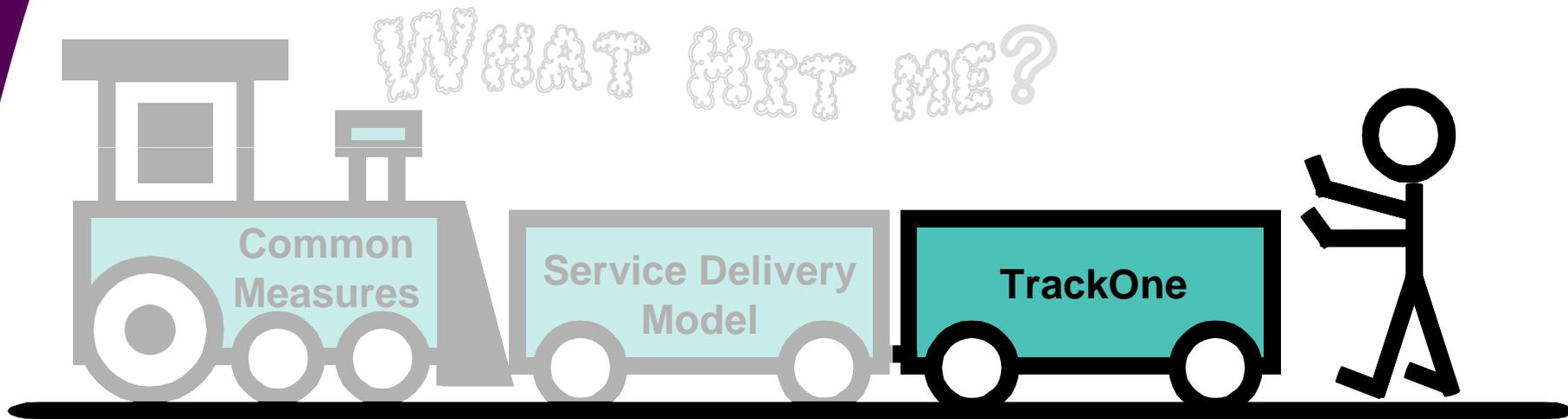
What is a service delivery model?

SDM is a performance-driven, functional framework that classifies service delivery functions with respect to how they support performance objectives.

Service Delivery Model (Where We Are Going)



Now add the final car...



How does the service delivery model “hitch” to TrackOne?

- Common measures drove design of the service delivery model (the framework).
- That framework (the service delivery model) was translated into case management workflows designed to capture common measures data.
- The workflows were used to build the screens of TrackOne.

These workflows fundamentally change how we “do” case management





Integrated Case Management

Putting the Pieces Together with TrackOne

TrackOne Benefits

- Integrated Case Management System designed to capture Common Measures data
- Enhanced Performance Reporting
- Real-Time Performance Reporting
- Flexible enough to allow customization and generation of a multitude of reports

TrackOne Benefits

- “Behind the scenes” gathering or “mining” data to calculate Common Measures performance
- Will extract data required for statewide federal reports
 - Data will be provided in predefined format
- Will generate monthly “real time” indicators of performance for services providers
 - Allows for “mid-stream” monitoring of performance

TrackOne Benefits

- Regionally Customizable Reporting Capability
- Comprehensive Integrated Eligibility Determination
- Will track  (the exit formerly known as “hard”) and “soft” entries and exits
 - *soft entries/exits: created automatically based on selection of service or lack of service delivery
- Allows for proactive case management on a local, regional and statewide level

Now for some practical examples

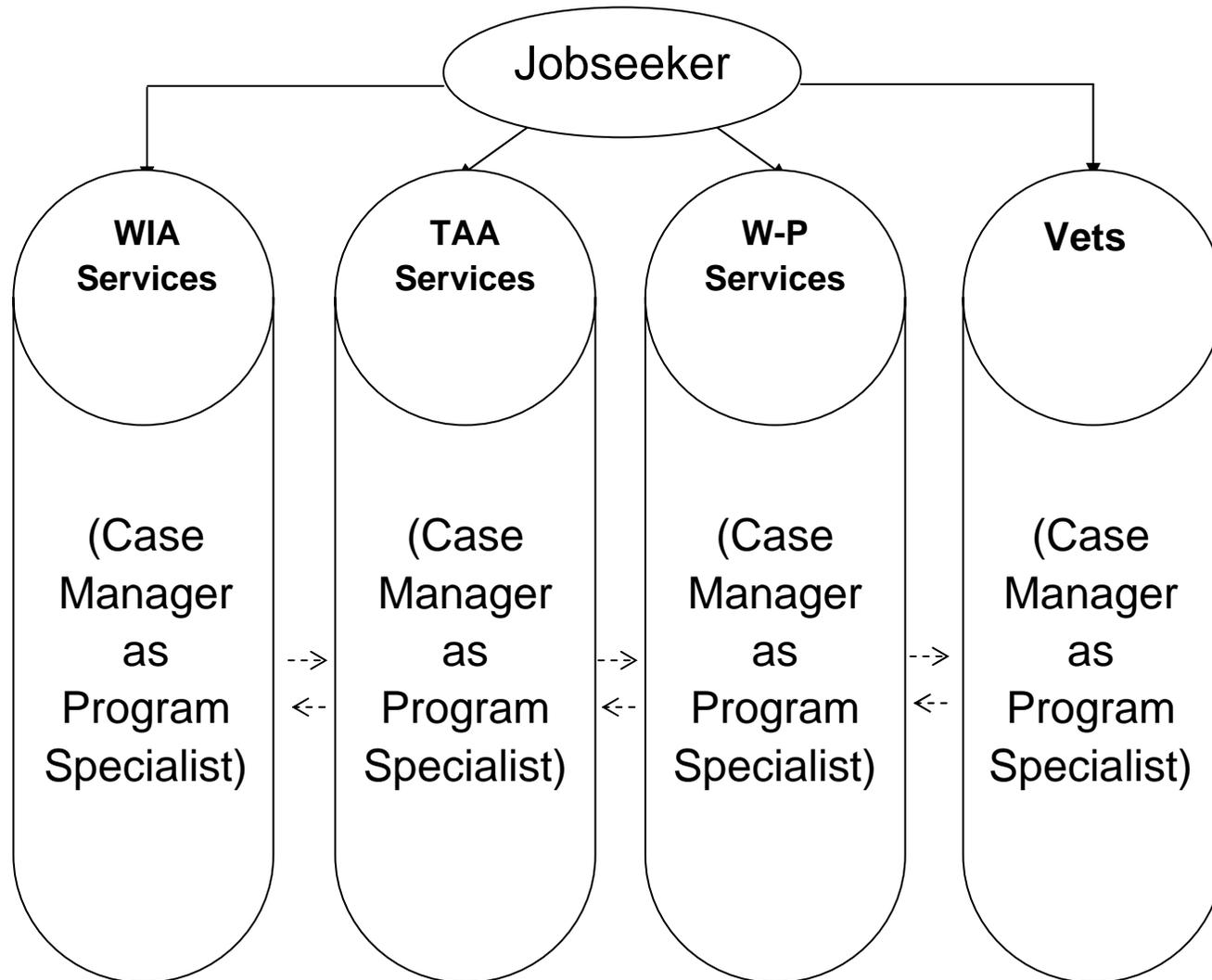
What does all of this theory
mean for case managers?

Where are we now?



What it feels like...

Talk about change: Where did we come from?





Where are we now?



Change not
started

In transition

Process
complete

The transition involves all of us:

DOL -- Haven't finalized policy related to common measures and reporting requirements

DWD -- not all compliance programs are hitched to the train yet (Wagner-Peyser, Vets); Indiana DWD policy guidance is still evolving as DOL policy evolves

WIBs, Regional Workforce Boards and Regional Operators – defining their role in the Indiana workforce system

In the field – case manager jobs are still “siloesd”

Transition: from theory to practice

- The case manager's world has changed most of all.
 - Real-time entering of data
 - Absence of line codes
 - The need to understand all programs rather than specialize in a single program
 - Focus shifts from memorization of line codes and eligibility determination to making a personal connection with the customer and keeping the customer engaged.
 - Now we want to walk through the service continuum from a case management perspective

Client Services Continuum

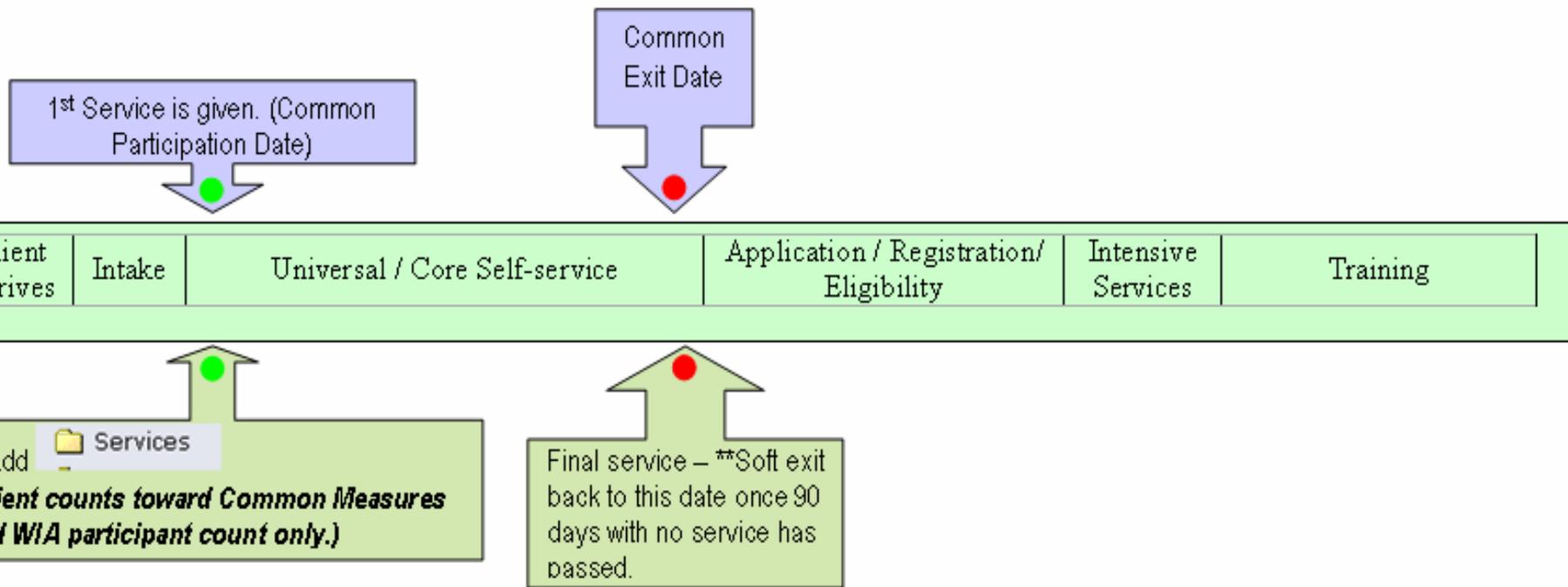
Client Arrives	Intake	Universal / Core Self-service	Application / Registration / Eligibility	Intensive Services	Training	Final Service	Client Exited (use follow-up services only!)
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How will this affect our outcomes?

Let's look at a couple of more specific examples to see how these new workflows will impact your data and where it will be calculated in reports .

Client Services Continuum – Example #1

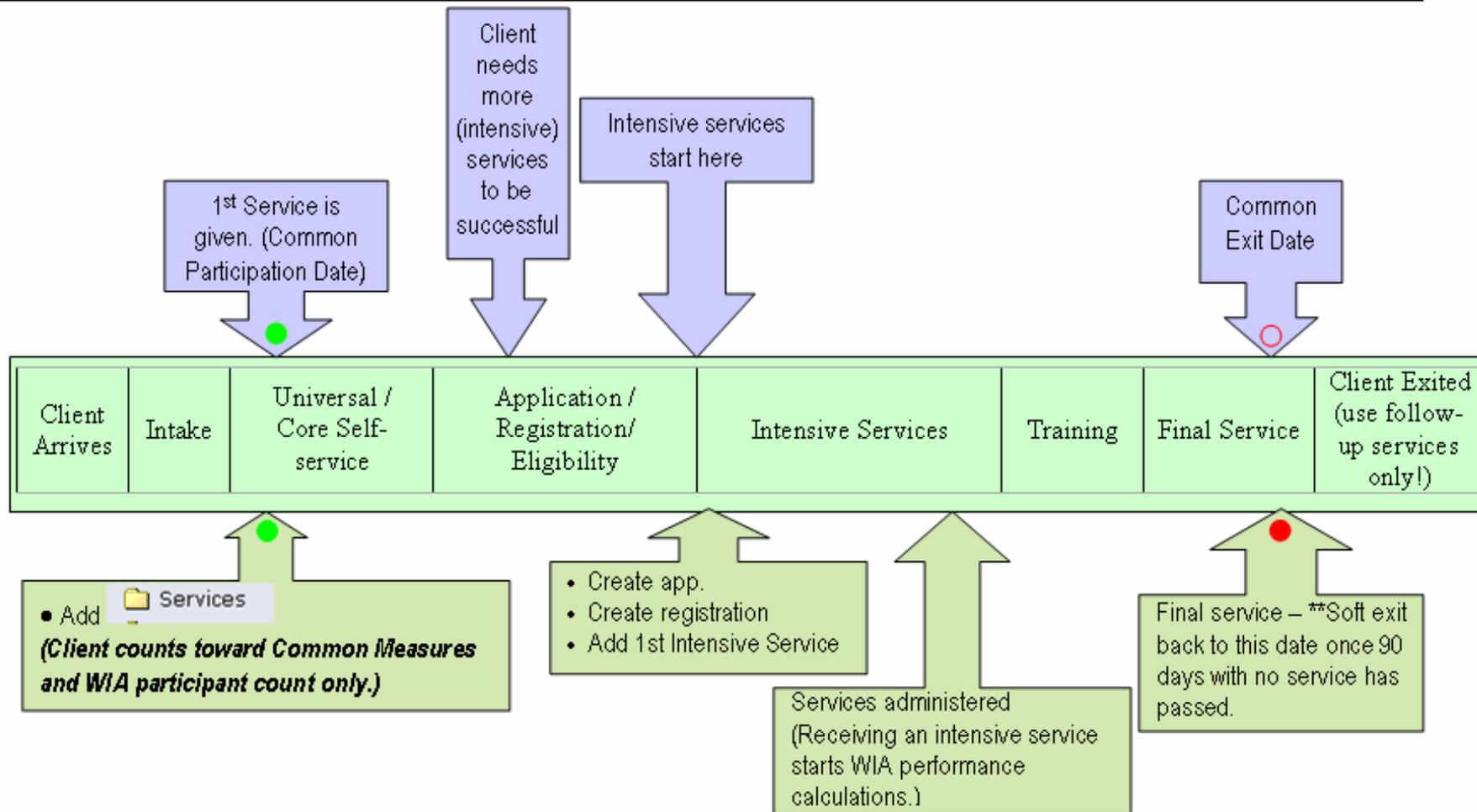
This client would appear in the Common Measures Performance Calculations and the WIA Participant count.



Client's SSN is still run against UI to gather the wage information prior to the common participation date. Client's SSN is run against UI to determine "Entered Employment", wages post program to calculate the average earnings and to determine employment retention. Client will be in the Common Measures performance calculations (entered employment, employment retention, and average earnings.) Client will also show up in the WIA participant counts, but will not appear in the WIA performance calculations.

Client Services Continuum – Example #2

This client would appear in the Common Measures *AND* WIA Performance Calculations.



Client's SSN is run against UI to gather the wage information prior to the common participation date. Client's SSN is run against UI to determine "Entered Employment", wages post program to calculate the average earnings and to determine employment retention. The WIA performance calculations mirror the Common Measures performance calculations.

Integrated...for reporting

