


DATA SHARING, SYSTEM PERFORMANCE, AND WIOA COMMON METRICS WORKGROUP

A decorative graphic consisting of a solid teal horizontal bar, followed by a white horizontal bar, and then three thin, parallel white horizontal lines.

MARCH 24, 2015

Workgroup Objective

- This workgroup will share information about existing data systems, performance measures, and will identify possibilities, requirements, and will conduct both needs and capacity assessments for implementing WIOA common performance metrics for core programs and will also act as an advisory body to facilitate and implement possible data-sharing and data-matching requirements for cross-system measurement of education and workforce outcomes.

Goals For This Meeting

- The WIOA Opportunity & planning process
- Connect performance to policy
- Understand cross-system workforce metrics dashboard
- Overview of WIOA performance
- Discuss common metric definitions
- Identify how data is collected and reported
- Identify policy outcomes and how success is measured
- Identify how outcome measures drive service delivery strategies and staff behavior
- Discuss next steps

Data and Common Metrics Workgroup

- The WIOA Opportunity:
 - Work collectively toward a combined strategic plan
 - Set a statewide shared vision and goals
 - Align stakeholders around a shared vision and strategic plan
 - Collectively build and sustain program strategies to “get there”
 - Foster innovation and opportunity through:
 - *System transformation*
 - *Continuous improvement*
 - *Cross-system accountability*

Process for Planning

- We are working toward a Combined Strategic Plan
 - Core programs (WIA, W-PA, Adult Ed., and Voc. Rehab.)
 - Additional partner programs (CalWORKs, CalFresh, ETP, & Perkins)
- The WIOA Work Group has convened twice
- Members of this workgroup represent agencies necessary for the strategic planning process
- The workgroup has identified three learning communities:
 - Mapping the Field
 - Data Sharing, System Performance, and Common Metrics
 - State, Local, and Regional Service Coordination
- In these learning communities we will work towards developing a shared vision and identify common program goals that will move us toward shared goals.

Skills Attainment

- WIOA introduces a shift in orientation from the 'Work First' service delivery model to the skills attainment ('Human Capital') model, which maps to the labor market
- A better educated workforce leads to prosperity for both workers and employers
- Research suggests greater impacts on income and employability by adopting a skills attainment model and providing more in-depth training.

State Attempts at Skills Attainment Measures

- AB 2148, Mullins', establishes a cross-system metrics dashboard intended to “measure the state’s human capital investments” in workforce development
- Longitudinal wage outcomes by program and as a system:
 - 2 years prior to program completion;
 - 2 years after program completion; and
 - 5 years after program completion
 - Updated annually

Cross-System Workforce Metrics Dashboard

- What is being measured:
 - Wage earnings
 - Credential & degree attainment
 - Program completion
 - Demographics
 - Industry-sector participation
- How is it being measured:
 - Matching program completion participant social security numbers to the unemployment insurance base wage file
 - Data is aggregated; participant confidentiality maintained
 - Methodology based on the CCCCO's SalarySurfer

Cross-System Workforce Metrics Dashboard

- Participating workforce programs:
 - Trade Adjustment Assistance (TAA)
 - WIA Title I
 - Employment Training Panel (ETP)
 - State-approved apprenticeships
 - Career Technical Education (CTE)
 - Adult Education
- Participating state agencies:
 - EDD WSD & LMI
 - CWIB
 - CCCCCO
 - CDE Adult Ed
 - ETP
 - DIR DAS

Cross-System Workforce Metrics Dashboard

- Implementation status
- Opportunity to inform the development of the dashboard
- Initiates policy alignment with data-driven outcomes across California's education and workforce system
- Dashboard has recognition on a national stage
- Dashboard compliments WIOA measures

WIOA Performance Overview

- WIOA establishes common measures for core programs:
 - WIA Adult, Dislocated Worker, and Youth (Title I)
 - Adult Education and Family Literacy Act (Title II)
 - Wagner-Peyser Act (Title III)
 - Vocational Rehabilitation (Title IV)
- What is being measured:
 - Employment
 - Earnings
 - Skills gain, including credential attainment
 - Effectiveness of serving employers (TBD)
- Exceptions:
 - Youth employment measures include participation in training/education
 - No credential attainment and skill gains measures for Wagner-Peyser employment service activities

WIOA Performance Overview

- WIOA performance measures are designed to measure the program effectiveness, continuous improvement, and uniform accountability
- The Departments of Education and Labor, with input from stakeholders, will establish a common performance accountability system for core programs, including common reporting templates.
- Both negotiated levels of performance for common indicators and performance outcomes will be adjusted based on a statistical model that takes into account economic conditions and participant characteristics.
- Performance reports for states, local areas, and eligible training providers will be made publicly available.
- States will be sanctioned 5 percent (from Governor's Reserve) for performance failure or failure to submit performance reports.
- States will conduct evaluation of programs based on performance results.

WIA vs WIOA Common Metrics

The Workforce Investment Act of 1998 (WIA) (Sec. 136)

The Workforce Innovation and Opportunity Act (WIOA) (Sec. 116)

Employment and Earnings

Adult & Dislocated Worker

“Entry into unsubsidized employment;”

“Retention in unsubsidized employment 6 months after entry into the employment;”

“Earnings received in unsubsidized employment 6 months after entry into the employment;”

Adult, Dislocated Worker & Youth*

“The **percentage** of program participants who are in unsubsidized employment during the **second quarter after exit** from the program;”

“The **percentage** of program participants who are in unsubsidized employment during the **fourth quarter after exit** from the program;”

“The **median earnings** of program participants who are in unsubsidized employment during the **second quarter after exit** from the program;”

* For the Youth employment and earnings measures, participants “who are in education and training activities” are also included in the percentage.

WIA vs WIOA Common Metrics

The Workforce Investment Act of 1998 (WIA) (Sec. 136)

The Workforce Innovation and Opportunity Act (WIOA) (Sec. 116)

Credential Attainment and Measurable Skill Gains

Adult, Dislocated Worker, and Eligible Youth Ages 19-21

“Attainment of a recognized credential relating to achievement of educational skills, which may include attainment of a secondary school diploma or its recognized equivalent, or occupational skills, by participants who enter unsubsidized employment, or by participants who are... enter postsecondary education, advanced training, or unsubsidized employment.”

Adult, Dislocated Worker, and Youth

“The **percentage** of program participants who obtain a **recognized postsecondary credential, or a secondary school diploma** or its recognized equivalent (subject to clause (iii)), **during participation in or within 1 year after exit** from the program;”

Eligible Youth Ages 14-18

“attainment of basic skills and, as appropriate, work readiness or occupational skills;”

“attainment of secondary school diplomas and their recognized equivalents; and”

“placement and retention in postsecondary education or advanced training, or placement and retention in military service, employment, or qualified Apprenticeships.”

“the **percentage** of program participants who, during a program year, are **in an education or training program** that leads to a recognized postsecondary credential or employment and **who are achieving measurable skill gains toward such a credential or employment;** “

WIA vs WIOA Common Metrics

The Workforce Investment Act of 1998 (WIA) (Sec. 136)

The Workforce Innovation and Opportunity Act (WIOA) (Sec. 116)

Effectiveness of Serving Employers

“The customer satisfaction indicator of performance shall consist of customer satisfaction of employers and participants with services received from the workforce investment activities authorized under this subtitle. Customer satisfaction may be measured through surveys conducted after the conclusion of participation in the workforce investment activities.”

Included as part of the Annual Report to the U.S. Department of Labor

Adult, Dislocated Worker, and Youth

“Indicators of effectiveness in serving employers established pursuant to clause (iv):

“Prior to the commencement of the second full program year after the date of enactment of this Act... the Secretary of Labor and the Secretary of Education, after consultation with the representatives... shall jointly develop and establish... 1 or more primary indicators of performance that indicate the effectiveness of the core programs in serving employers. “

Data and Common Metrics Workgroup: Facilitated Discussion

- What do we need to know about your programs' data collection and reporting systems?
 - How do you identify and track clients?
 - How do you report your outcomes?
- What are the goals or policy outcomes for your program?
- How is success measured and tracked?
- How do outcomes currently drive service delivery strategy?
 - How will WIOA change this?
 - What do we hope will be improved/changed with service delivery?
 - Are there limitations and constraints?

How do you Identify and Track Clients?

COE	<ul style="list-style-type: none">• Student-assigned Statewide-Student Identifier (SSID)
ETP	<ul style="list-style-type: none">• Currently utilizing an internal system, transitioning with VOS/CWISN
CDSS: CalFresh and CalWORKs	<ul style="list-style-type: none">• CDSS data reports• Welfare to Work (WTW) Activity Report• CalWORKs Cash Grant Caseload• Stat 47 (ABAWD and E&T)• DFA 256 (Monthly Caseload Movement)
CDE Adult Ed	<ul style="list-style-type: none">• Student-assigned Statewide-Student Identifier (SSID)
EDD	<ul style="list-style-type: none">• CalJOBS by client Social Security Numbers (SSNs)• Employment data are tracked and verifies by matching SSNs with the California Base Wage File
CCCCO	<ul style="list-style-type: none">• Launchboard• Quarterly Report
DOR	<ul style="list-style-type: none">• AWARE Case Management System by SSN and Participant ID
LWIA	<ul style="list-style-type: none">• CalJOBS by client SSN

What are the Policy Outcomes and How is Success Measured?

COE	<ul style="list-style-type: none">• State Performance Plan (SPP) Indicator 14 – Post-school Outcomes• Improved rates for SPP Indicators 1 and 2: Graduation and Drop-Out
ETP	<ul style="list-style-type: none">• Employees retain employment for 90 days after the training is delivered
CDSS: CalFresh and CalWORKs	<ul style="list-style-type: none">• Employment for adults and self-sufficient families, which is tracked through:<ul style="list-style-type: none">• WTW 25, CW 237, RADEP, E2Lite• Employment for Able-Bodied Adults without Dependents (ABAWD) and work registrants
CDE Adult Ed	<ul style="list-style-type: none">• Student achievement• Pre and post English Fluency Levels (EFLs)

What are the Policy Outcomes and How is Success Measured?

EDD	<ul style="list-style-type: none">• WIA - Program and performance goals negotiated between the state and local areas• WP – same “core measures” as WIA
CCCCO	<ul style="list-style-type: none">• CTE effectiveness with data provided from Launchboard• Quality of service• Student momentum points• Indicators of curriculum alignment to labor market needs
DOR	<ul style="list-style-type: none">• Provide direct vocational services through an Individualized Plan for Employment• Utilize qualified rehabilitation counselors• Provide AT Services statewide to assist individuals with disabilities
LWIA	<ul style="list-style-type: none">• ‘Common measures’ as indicated through WIA• Move closer to an integrated model within the workforce development system

How do Outcomes Drive Service Delivery Strategies?

COE	<ul style="list-style-type: none">• Unmet targets require corrective action plans and drill downs or root cause analysis be completed by LEA staff• If outcomes for WA1 unmet, the programs risk losing funding
ETP	
CDSS: CalFresh and CalWORKs	<ul style="list-style-type: none">• CalWORKs services have been designed to remove barriers to employment
CDE Adult Ed	<ul style="list-style-type: none">• Data protocols capable of monitoring both inputs and outputs• Pay for performance system NRS performance measures and core indicators

How do Outcomes Drive Service Delivery Strategies?

EDD	<ul style="list-style-type: none">• CWIB and EDD have established guidelines for local plans that reflect the State Plan, including goals. Local boards implement those statewide goals in consideration of local and regional priorities.• Local boards gear their service delivery strategies and promote staff efforts to achieve high-performance certification in order to provide the local board with increased recognition and credibility for its work.
CCCCO	<ul style="list-style-type: none">• Have additional systems (K-12, CCPT) utilize shared metrics to better assess successful pathways tracking, such as, students that move from K-12 CTE to CCCC than to employment.
DOR	<ul style="list-style-type: none">• Vocational Rehabilitation services are affected by external factors, which Indicators might not be sensitive to• DOR services may take longer and be more expensive than expected, due to Indicator 1.3 and 1.4
LWIA	<ul style="list-style-type: none">• With the ISD model, the high number of customers enrolled limits the amount of time staff can spend with customers• SB 734 Training Expenditure Requirement affects core and intensive services• Outcome measure affect OJT programs due to job developers focusing on direct referrals from employers rather than developing jobs

Next Steps

- Prepare technical specifications of data reporting systems and data elements
- What common identifiers do we share?
- What existing data sharing agreements exist?
- What are the unknowns, concerns, or possible unintended consequences?
- Develop framework to troubleshoot barriers and access more information