

WIOA Performance Strategies

TWC Workforce Forum

April 3, 2018

Learning Objectives

- ▶ **Using Workforce Reports to Manage Performance**
- ▶ **Resources to Track Missing Customers**
- ▶ **Monitoring Performance Data Integrity in twist**

Using Workforce Reports to Manage Performance

(1 of 6)

Measures Basics

Where do you find the Performance Measures Definitions? What Web Report to use? What Data Period do you use?

Measure Name:	Employed Quarter 2 Post Exit
Contracted?	2 Measures: Title I Adult and for Title I Dislocated Worker
Perf Period:	Exiters from 7/1/16 to 6/30/17
Data Source	TWIST Report 260
Definition:	The percent of Exiting Program Participants (Exiters) Employed IN the 2 nd Calendar Quarter after Exit

Report Definitions:

- ▶ TWC's Division of Operational Insight – See BCY 18 Measure Definitions under the Technical Assistance tab: <http://intra.twc.state.tx.us/intranet/plan/html/ta.html>

Using Workforce Reports to Manage Performance

(2 of 6)

Reports Basics

Web Reports Online:

<https://iapps.twc.state.tx.us/workforcereports/security/logon.do>

WIOA Reports can be found by clicking on the WIOA Report Category.

Using Workforce Reports to Manage Performance

(3 of 6)

Available Performance Reports:

- ▶ WIOA Credential Rate
- ▶ WIOA Employed Q2
- ▶ WIOA Employed Q2-Q4
- ▶ WIOA Employed Q4
- ▶ WIOA Employed/Enrolled Q2
- ▶ WIOA Employed/Enrolled Q2-Q4
- ▶ WIOA Employed/Enrolled Q4
- ▶ WIOA Median Earnings Q2

Other Useful Reports:

- ▶ WIOA Monthly Exiters
- ▶ WIOA New Participants Served
- ▶ WIOA Participants Served

Using Workforce Reports to Manage Performance

(4 of 6)

Reports should look simple and emphasize key information

Employed Q2 Post Exit: The percent of Exiting Program Participants (Exiters) Employed IN the 2nd Calendar Quarter after Exit

office_3_name	office_4_name	staff_name	num	den	customer_id	last_name	first_name	mi	exit_dt	quarter needed	foster_care_youth	population	wioa_population_group_cd	disabled_cd	highest_grade_completed_cd	offender_cd	comments
HARRISON	None		0	1					07/22/16	1st QTR 2017	0	WIOA Youth	98	2	10	2	
OLD ALICE	None		0	1				G	07/24/16	1st QTR 2017	0	WIOA Youth	98	2	11	1	
OLD ALICE	None		0	1				P	11/21/16	2nd qtr 2017	0	WIOA Youth	98	1	8	1	
OLD ALICE	None		0	1				A	11/28/16	2nd qtr 2017	0	WIOA Youth	98	2	10	1	
HARRISON	None		0	1				B	01/20/17	3rd Qtr 2017	0	WIOA Youth	98	2	10	2	
OLD ALICE	None		1	1				J	01/30/17	3rd Qtr 2017	0	WIOA Youth	98	2	12	2	
HARRISON	TEXAS		0	1				J	04/06/17	4th Qtr 2017	0	WIOA Youth	98	2	11	2	

Using Workforce Reports to Manage Performance (5 of 6)

02/13/2018

WORKFORCE REPORT
WIOA Credential Rate Report

BCY 12/2016

State: Texas
WDA: 24 Cameron County WDA

Always make sure to select the correct population. The correct population number for youth is #98.

Population	Year-To-Date			Quarter 1			Quarter 2		
	01/01/2016 to 12/31/2016			01/01/2016 to 03/31/2016			04/01/2016 to 06/30/2016		
	Num	Den	Rate	Num	Den	Rate	Num	Den	Rate
WIA/WIOA Youth	82	119	68.91%	8	13	61.54%	12	20	60.00%
WIA/WIOA OSY	37	48	77.08%	6	9	66.67%	8	12	66.67%
WIA/WIOA BSD/OSY	29	39	74.36%	4	7	57.14%	6	9	66.67%
WIA/WIOA BSD/OSY Train/Educ	29	39	74.36%	4	7	57.14%	6	9	66.67%
WIA/WIOA Youth Training	16	17	94.12%	6	6	100.00%	4	5	80.00%
WIA Youth Summer Employment	0	0	0 %	0	0	0 %	0	0	0 %
Non-Stimulus WIA/WIOA Adult	134	155	86.45%	27	31	87.10%	35	44	79.55%
WIA Adult Stimulus	0	0	0 %	0	0	0 %	0	0	0 %
WIA A Stim Training	0	0	0 %	0	0	0 %	0	0	0 %
WIA/WIOA Adult	134	155	86.45%	27	31	87.10%	35	44	79.55%
WIOA Adult - Experimental	140	203	68.97%	27	42	64.29%	38	59	64.41%
WIA/WIOA Adult Training	103	108	95.37%	25	27	92.59%	27	28	96.43%
Non-Stimulus WIA/WIOA DW	74	76	97.37%	16	16	100.00%	16	16	100.00%
WIA DW Stimulus	0	0	0 %	0	0	0 %	0	0	0 %
WIA DW Stim Training	0	0	0 %	0	0	0 %	0	0	0 %
WIA/WIOA DW	74	76	97.37%	16	16	100.00%	16	16	100.00%
WIOA DW - Experimental	131	144	90.97%	31	34	91.18%	36	37	97.30%
WIA/WIOA DW Training	72	74	97.30%	16	16	100.00%	16	16	100.00%
Non-Stim WIA/WIOA Adult/DW	201	224	89.73%	41	45	91.11%	47	56	83.93%
WIA Adult/DW Stimulus	0	0	0 %	0	0	0 %	0	0	0 %
WIA A/DW Stim Training	0	0	0 %	0	0	0 %	0	0	0 %
WIA/WIOA Adult/DW	201	224	89.73%	41	45	91.11%	47	56	83.93%

Using Workforce Reports to Manage Performance

(6 of 6)

- Review performance on a weekly or bi-weekly basis
- Use Preview of Web Report to track changes
- Set goals for meeting within variance for measures at not meeting
- Set goals for meeting at 100% if meeting within variance
- And for exceeding when at 100% of target.
- Focus on clients not in numerator working with the extract reports
- Identify high risk occupations that do not report UI wages (medical, truck drivers, and IT).

Resources to Track Missing Customers

(1 of 5)

Customers that go missing is a common problem across all boards. These are some resources that can help you find employment status, wages, education status, etc.

- ▶ Facebook
- ▶ LinkedIn
- ▶ TIERS Data Case Search
- ▶ Inmates List from County Websites
- ▶ Vinelink
- ▶ FamilyTreenow.com
- ▶ Establish Contacts with Training Providers
- ▶ Google

Verify TWIST contact information prior to exit.

Resources to Track Missing Customers

(2 of 5)

▶ Fee Services:

- ❑ The Work Number (may be a minimum fee)
 - Via Equifax Verification Services
 - www.theworknumber.com
- ❑ Public Data.com
- ❑ National Student Clearinghouse.com - credential information
- ❑ Major trucking companies <http://home.driverfacts.com/>

Resources to Track Missing Customers

(3 of 5)

Key Indicator Columns of Web Report Extract

Use information found in Web Reports Extracts to give you more information about a customer and leads on how to locate them.

- Numerator 0
- Offender
- Disabled
- Foster Youth
- MSFW

Resources to track Missing Customers

(4 of 5)

TIERS Data Case Search

Click on the eye icon under action to view all supportive documents submitted.

Home Case Data Search My Account Cover Sheets

Inbound Correspondence Image Repository Search

TIERS Case Number: [Redacted] SAVERR/CHIP Case Number: [] DCN: [] SSN: []-[]-[]



First Name: [] Last Name: [] Date Of Birth: [] Doc Type: None Selected

Received From: * 01/27/2017 Received To: [] MAXeIE Event#: [] SSP Submission ID: []


Indexing Category: Select Indexing Subcategory: Select Indexing Doc Type: Select

Search Clear

Page 1 of 1

Case #	Type	DCN	Doc Type	No. of Pages	Last Name	First Name	Received Date	Scan Date	Signed By Phone	Action
[Redacted]	TIERS	[Redacted]	Application	28	[Redacted]	[Redacted]	01/10/2018			 

Page 1 of 1



Resources to track Missing Customers

(5 of 5)

TIERS Data Case Search – Employment verification form

Date pay period ended	Date received	Actual hours	Gross pay amount (before taxes taken out)	Other pay(include tips, commissions, and bonuses)	EITC Advance amount
11-20-16	11-23-16	21.75	179.44		
12-4-16	12-8-16	25.75	208.32		
12-18-16	12-22-16	43.75	360.94		
12-18					
1-1-17	1-5-17	40	330.00		

20. If you entered an amount in the "Other pay" column on the chart, tell us **when** and **how often** this person gets this other pay:

21. Does this person still work for you? Yes No

If no: Date separated: _____ Reason for separation: _____
 Date of last check sent: _____ Gross amount of last check sent: \$ _____

Employer - read, sign, and date:

confirm that this information is true and correct to the best of my knowledge:

 Employer - sign here Date Title Phone number

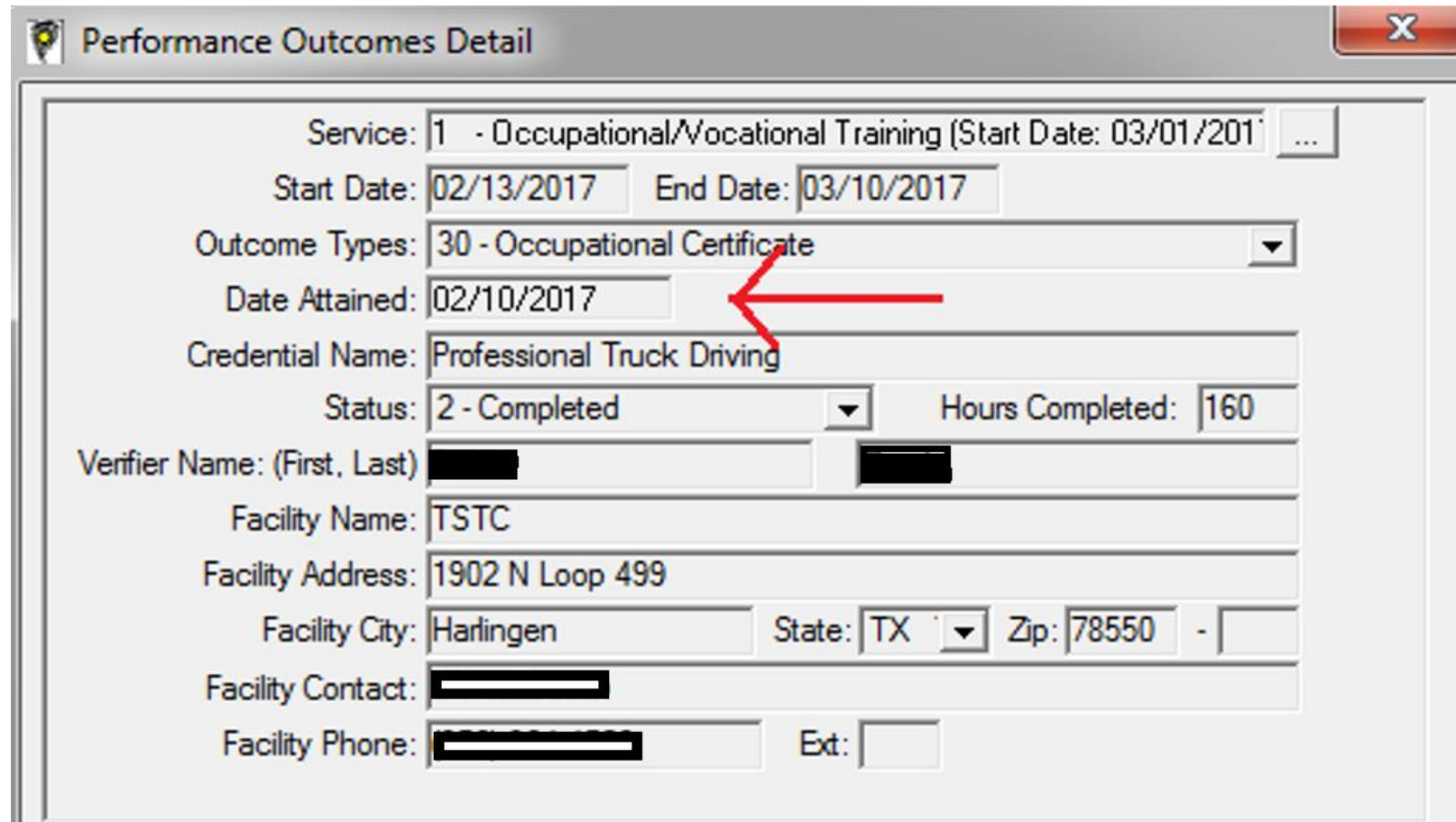
Monitoring Performance Data Integrity in TWIST

(1 of 7)

The date attained is the date on which the individual attained the diploma, GED or certificate.

Start date must be the exact date training started.

End date must be the exact date training ended.



Performance Outcomes Detail

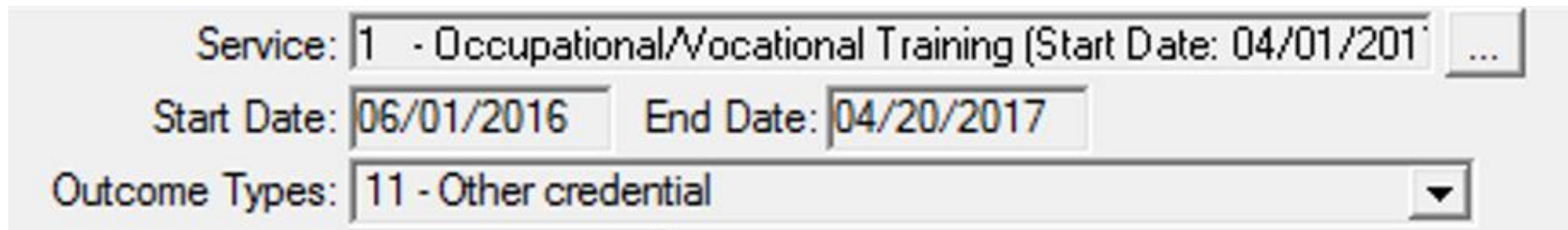
Service:	1 - Occupational/Vocational Training (Start Date: 03/01/2017 ...)		
Start Date:	02/13/2017	End Date:	03/10/2017
Outcome Types:	30 - Occupational Certificate		
Date Attained:	02/10/2017		
Credential Name:	Professional Truck Driving		
Status:	2 - Completed	Hours Completed:	160
Verifier Name: (First, Last)	[REDACTED]		
Facility Name:	TSTC		
Facility Address:	1902 N Loop 499		
Facility City:	Harlingen	State:	TX
		Zip:	78550
Facility Contact:	[REDACTED]		
Facility Phone:	[REDACTED]	Ext:	

Monitoring Performance Data Integrity in TWIST

(2 of 7)

The Performance Outcome **Type Code 11 – Other Credential** is no longer included in performance reporting, but it can be used to record participant-earned degrees/diplomas or certificates that do not count toward performance. (TA Bulletin 157)

An Infomaker report can help you identify any wrong entries in twist.



Service: 1 - Occupational/Vocational Training (Start Date: 04/01/2016) ...

Start Date: 06/01/2016 End Date: 04/20/2017

Outcome Types: 11 - Other credential

Monitoring Performance Data Integrity in TWIST

(3 of 7)

On the Performance Data Menu, Performance Outcomes tab, the following outcome types are used to determine if a customer attained a credential:

- ❑ 1 – GED
- ❑ 2 – High School Diploma
- ❑ 7 – Bachelor's Degree or equivalent
- ❑ 19 – Associate's Degree
- ❑ 20 – Occupational Skills License
- ❑ 30 – Occupational Certificate
- ❑ 31 – Occupational Certification

See the 'Recognized Credential' section of the BCY 18 LWDA Contracted Performance Measure Definitions document for additional information on what is a recognized credential.

<http://intra.twc.state.tx.us/intranet/plan/html/ta.html>

Monitoring Performance Data Integrity in TWIST

(4 of 7)

Reasons to enter Supplemental Wages

- ❑ WIOA measures can use earnings reported through Supplemental Records of Employment except for Median Earnings which is only reported through Wage Records.
- ❑ Boards must ensure that Workforce Solutions Office staff enters training-related data into TWIST for all participants who received training (which for DOL reporting purposes also includes education) and subsequently entered employment.
 - (WD 17-12 Capturing Training Related Data)
- ❑ Entered Employment Related to Training - Incentive Award

Monitoring Performance Data Integrity in TWIST

(5 of 7)

Employment Outcome Detail:

Wage Detail

Source of Wage Data: 2 - Pay Stubs Wage Source Desc: Check Stubs
Quarterly Earnings: 6,732.00 Quarter Applied: 3 Year Applied: 2017
Hourly Wage: 9.35 Hours: 60

Verification

Date of Verification: 09/27/2017
Verified By (First, MI, Last): [Redacted] Suffix: [Redacted]

Employer

Employer Name: Paschall Truck Lines Start Dt: 06/30/2017
Employer Street Address: PO Box 1080
Employer City: Murray State: KY Zip: 42071
Employer Contact: [Redacted] Phone: [Redacted] Ext: [Redacted]

Program Related

County: 061 - CAMERON Recalled By Former Employer:
City: 32372 HARLINGEN UI Covered:
O*NET: 53303200 - Heavy and Tractor-Trailer Truck Employer Benefits:
NAICS: 484121 - General Freight Trucking, Long- Relocate:
Training Related: 1 - Job Trained For Job Order:
Worksite: [Redacted]

Make sure to populate all fields to account for performance.

A copy of supplemental income information must be kept in file.

Monitoring Performance Data Integrity in TWIST

(6 of 7)

Exclusions

A participant can be excluded from WIOA-based performance measures at exit or during 4 quarters following exit if any of these apply:

- Participant is deceased or, for at least 90 days is:
 - institutionalized,
 - called to active military duty, or
 - receiving medical treatment.
- Youth who exit out of the program due to moving out of the area due to a Foster Youth action.

Note that when an exclusion is entered, it applies to all WIOA performance measures.



Monitoring Performance Data Integrity in TWIST

(7 of 7)

Exclusions have changed under WIOA:

- Lack of a Valid SSN is not grounds for exclusion anymore;
- Care for a family member is not grounds for exclusion anymore; and
- Exit due to Noncompliance (primarily under Choices & SNAP E&T) is no longer an exclusion.

Exclusions Detail

Exclusion Reason: 2 - Health/Medical

Office: 5201 - OLD ALICE WORKFORCE C

Exclusion Start Date: 01/01/2018

Office 4:

Exclusion End Date: 04/01/2018

Office 5:

Staff:

Justification:

First Back Next Last New Delete OK Cancel

1 Of 1

Questions and Answers



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