



CHICAGO COOK
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May 4, 2021

Data Quality Monitoring for WIOA Performance

Technical Check

All attendees are in listen-only mode.

If you can hear us, introduce yourself in the Questions.

Today's presentation can be downloaded from the "Handouts"

The screenshot shows a webinar interface with a top menu bar (File, Options, View, Help) and a sidebar on the left with icons for various functions. The main content area displays the following elements:

- In Practice Mode** header with a **Start** button.
- A list of controls: Audience view (100%), Sharing, Webcam, Audio, Dashboard, Attendees (1 of 501 (max)), Polls (0/1), and Questions.
- A checkbox for **Show Answered Questions**.
- A table with columns **Question** and **Asker**.
- Buttons for **Send Privately** and **Send to All**.
- A **Handouts** section showing **1 of 5** handouts, with a file named **Data Quality Monitoring 05-04-2021.pdf** listed.
- A **Chat** section at the bottom.

Three callout boxes with arrows point to specific features:

- A red box points to the microphone icon in the sidebar, indicating that all attendees are in listen-only mode.
- A yellow box points to the microphone icon in the sidebar, indicating that if you can hear us, you should introduce yourself in the Questions.
- A green box points to the **Handouts** section, indicating that today's presentation can be downloaded from there.

Presenters

PRESENTERS

Amy Santacaterina

Director - WIOA Programs

Dena Al-Khatib

Career Connect Administrator

GUESTS

Olivia Miller

Training & Development Specialist

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Development at SIU (IwN)*

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Opportunity (DCEO)*



- Today: Data Quality Monitoring for WIOA Performance
- 4/12: WIOA Performance Measures Overview
- 4/20: WIOA Performance in IPATS
<https://workforceboard.zendesk.com/hc/en-us/articles/360059762371>

Agenda



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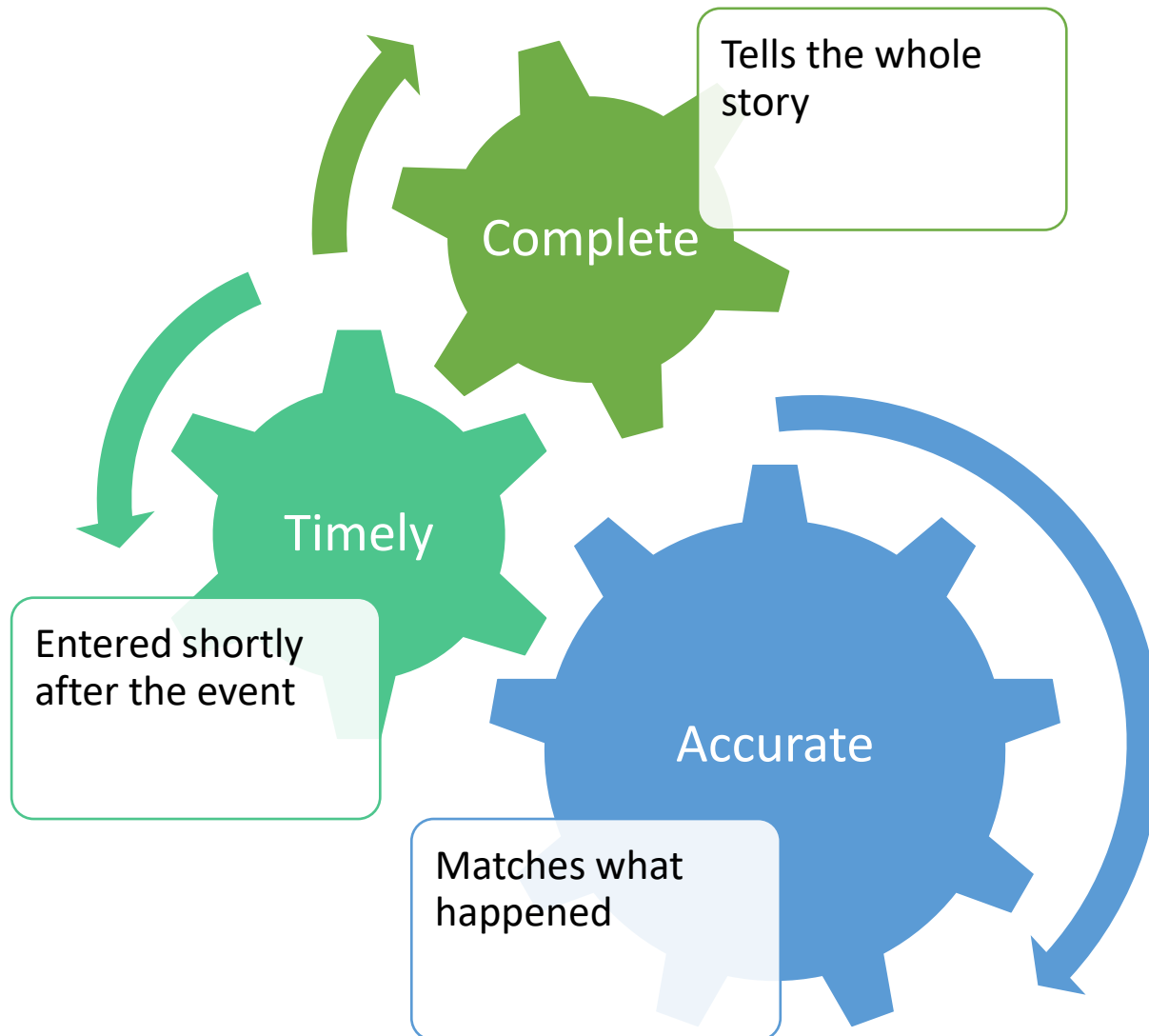
- What is Data Quality & why is it important?
- Common Issues & Tools for Quality Control
- IPATS Future Enhancements
- IPATS Access
- Resource Links

What is Data Quality?



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Why is Data Quality Important?



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➤ Continuity of service

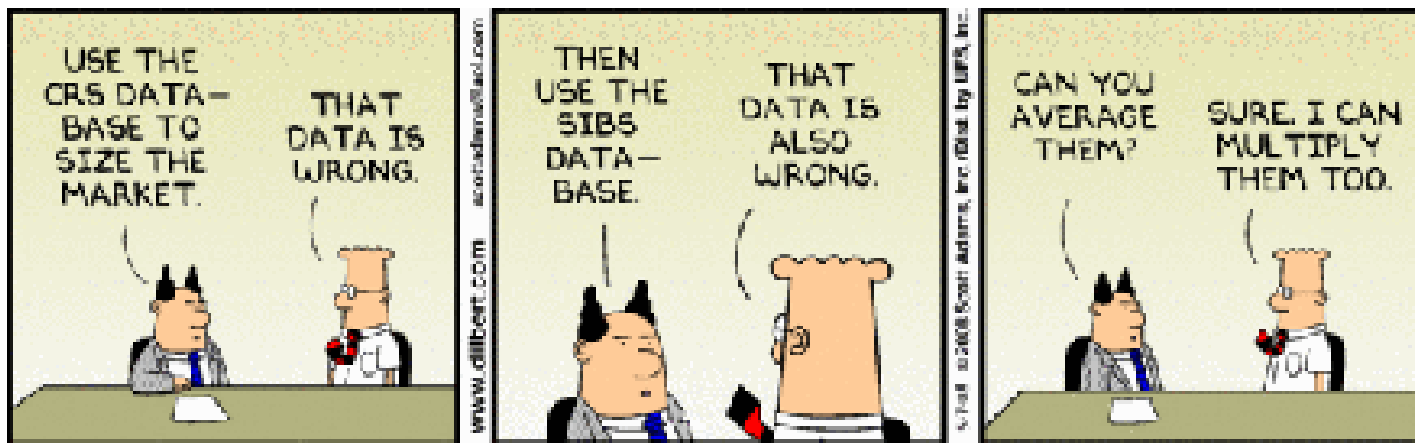
Example: if case notes, services and IEP/ISS are not entered or updated and the coach leaves, the new coach doesn't have the full story to pick up where the first coach left off.

➤ Meeting performance goals

Example: if an earned credential or MSG is not entered in the system, you don't get credit for it.

Why is Data Quality Important?

- Avoid findings / disallowed costs:
Example: a participant receives a bus card, but there is no corresponding transportation support service entered.
- Data-informed Decision Making:
Example: training programs are not renewed because training-related placements are not accurately recorded.





This Photo by Unknown Author is licensed under CC BY

Common Issues



- Incorrect/Missing Service Data
- No Contact or Case note for 30+ days
- Timeliness of exiting
- Missing/Incorrect MSGs & Credentials
- Not setting “Training-related Employment”
- Not adding supplemental data in Q2 & Q4 after exit

Service Issues

- **Open Same Day Services:**
 - Must be opened & closed on the same day
 - Must have a case note
 - Upon closing the service, system forces staff to match the end date to the begin date. If this is the only active service, participant may end up with no active service for 90+ days.
- **Services without a Provider or Services with no Actual Begin Date:**
 - Do not transfer to IWDS
 - Impacts how participants are picked up on IPATS dashboard and in WIOA performance

Career Connect Tools:

- Services Provided Individual report (#7)
- Saved “My Report” with all Same Day Services selected

Service Issues

- No active service for 90+ days:
 - All participants must have an **active service** every 90-days or they need to be exited.
 - Active services restart the 90-day clock.
 - Missing services lead to findings and skew performance measures.
 - They are noted on WIOA service definitions document; on CC service summary screen they display as “EE” (extends exit).

PE 	EE 	Status	Activity / Provider
<input type="radio"/>	<input type="radio"/>		181 - Supportive Service - Transportation Assistance (492) Business And Career Services Inc.
<input type="radio"/>	<input type="radio"/>		231 - Initial ITA Request (Same Day Service) Business And Career Services Inc.
<input type="radio"/>	<input checked="" type="radio"/>		202 - Career Planning (Case Management) - Same Day Service Business And Career Services Inc.

If “EE” is **not checked** it’s not an active service.

If “EE” is checked its an active service.

Service Issues

- Not closing training services on time:
 - keeps participants in the MSG measure
 - creates a false sense of participant engagement
 - may impact training provider performance

Tools:

- Career Connect:
 - Days Since Last Active Service report (#17)
 - Set staff alerts
- IPATS Dashboard:
 - Last Active Service Greater than (60, 90, 110) days ago
 - Participants with Open Services for more than (6, 18) months
 - Training Service > Service open for more than 18 months
 - Youth Training Service > Service open for more than 18 months



Timeliness of Exiting

- If no active services provided for 90+ days, it's time to exit.
- After 120-days without a service, DCEO needs to exit and will exit negatively.
- Participants with a "Holding" or a "Co-enrolled in LWIA 90" service will show on the 90+ days list because those are not active services.

Tools:

- Career Connect:
 - Days Since Last Active Service report (#17)
 - Set staff alerts
- IPATS Dashboard – Customer Activity: Last Active Service Greater than (60, 90, 110) days ago

No Contact / Case Note

- Career Coaches should be in contact with their participants every 30 days
- Both successful & unsuccessful contacts should be entered as a case note.

Tools:

- IPATS Dashboard – Customer Activity: No Case Note in 30 days (based on “Contact Date”)
- Career Connect: Last Case Note for Participant report (based on “Create Date”)

MSG & Credential Issues



- Participant is in the MSG or Credential measure, but no MSG or Credential is recorded.

Tools:

- Career Connect:
 - Credentials Required report (#PM-4)
 - Measurable Skill Gain Required report (#PM-5) – report is working now
- IPATS Performance (for PY 2020 Performance):
 - MSG or Credential Measure denominator detail (now includes “In Numerator” column)
- IPATS Dashboard – Performance “Training” Indicators:
 - 30 days left to earn a Measurable Skill Gain
 - Training Exiters that have not earned a Credential
 - (60, 30) days left to earn Credential

MSG & Credential Issues



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MSG & Credential Issues



- Pre- or Post-Test is missing grade-level equivalent (GLE):
 - Participant will be set to BSD in IWDS whether they are BSD or not (monitoring findings)
 - If post-test shows a gain, it will not get picked up in IWDS as a Measurable Skills Gain

Tools:

- Basic Skills Assessment procedure
- Compare CC Measurable Skills Gains report (#22) with IPATS Performance MSG Measure denominator detail

MSG & Credential Issues



- Credential is not attached to the training service:
 - ITA Training Providers do not get credit when being re-certified
 - Difficult to accurately report out on effectiveness of training programs

Tools:

- Credential Procedure
- Career Connect Credentials report (#4)

Training-Related Employment



- Staff is not updating the training-related employment field:
 - ITA Training Providers do not get credit when being re-certified
 - Cannot accurately report out on effectiveness of training programs

Tools:

- Career Connect Training report (#8a) – for job at exit
- Career Connect Predictive Reports – Employment Rate 2nd and 4th Quarter after Exit (#PM-3)
- IPATS Dashboard – Exit Information: Employed in Training Related Jobs section

Exit Best Practice



- Prior to Exiting make sure:
 - IEP/ISS Plan is closed
 - All services:
 - Are entered
 - Have an actual begin and actual end date
 - Have a provider
 - All credentials and skills gains are recorded
 - Unsubsidized or OJT employment is added on the Employment Bar and training-related is recorded correctly

Tool: Case Closure/Exit Procedure

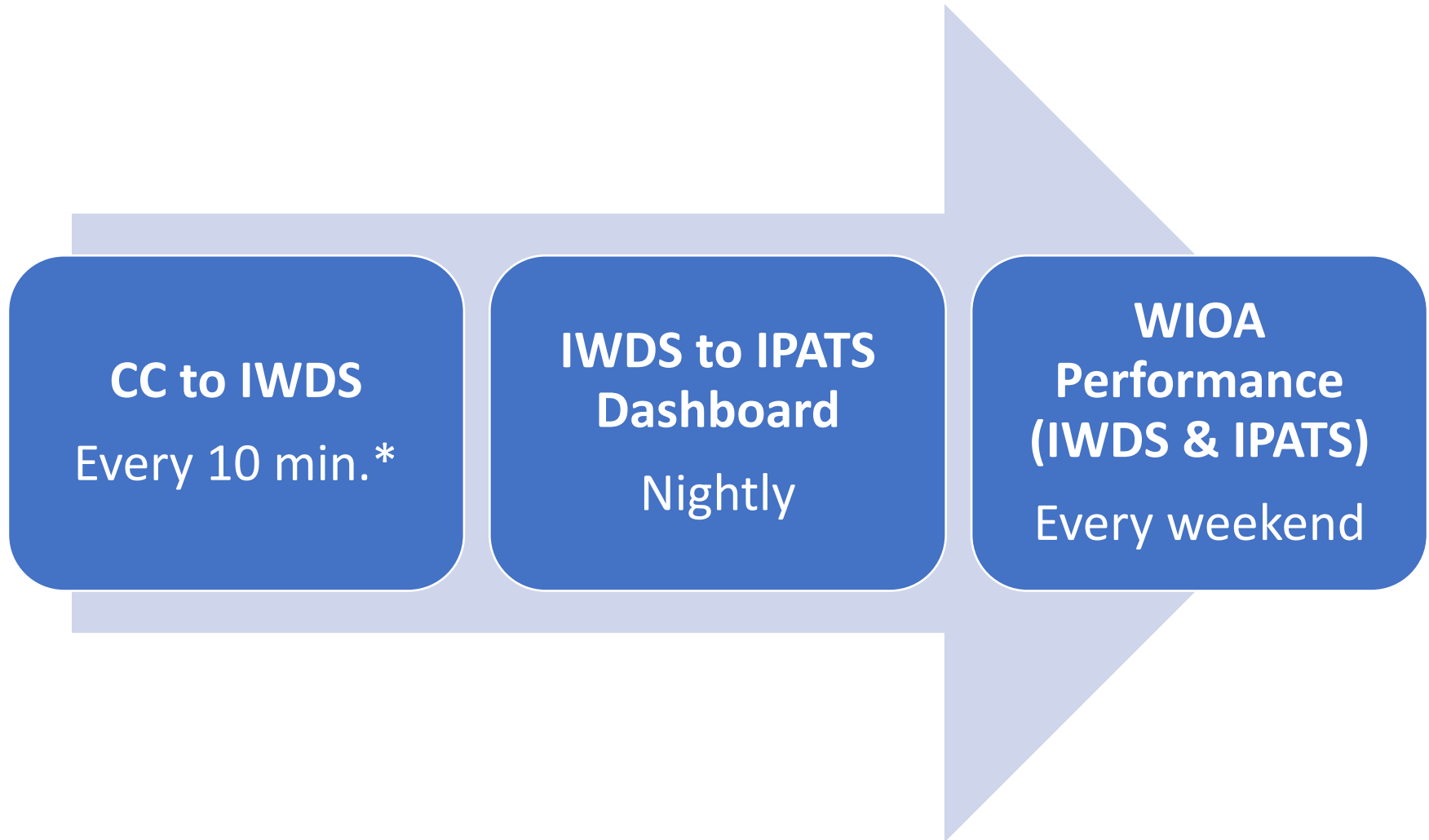
Q2 & Q4 Supplemental Data

- Adding supplemental data:
 - Helps address wage data lag
 - Only way to capture youth in post-secondary
 - Get credit for employment and wages for contract and out-of-state employment
 - Capture training-related placements when exit job was not training-related

Tools:

- IPATS Dashboard – Exitters Qualifying for Performance – No Wage or Supplemental Data
- Career Connect Training report (#8a) – for job at exit
- Career Connect Predictive Reports – Employment Rate 2nd and 4th Quarter after Exit (#PM-3)

Data Flow Across Systems



*Career Connect data transfer to IWDS every 10 minutes Mon-Fri, 8a.m. to 5p.m. and during several time periods over the weekend.

IPATS Enhancements



- Performance Screen Updates:
 - Numerator Yes/No column added to the performance denominator detail
 - Exit Quarter is now the Calendar Quarter, to match IWDS.
 - Still to come:
 - Adding the cohort dates to the “breadcrumb” banner
 - Adding PY 2021 Performance (pending it being added in IWDS)
- Dashboard Updates Coming Mid-May:
 - Ability to filter dashboard by program year and quarter
 - Adding “Total Participants w/o an MSG” row
 - Adding “90 Days Left to Earn a Credential” row
- To see updates as they are posted go to:
<https://www.illinoisworknet.com/partners/Pages/IPATUpdates.aspx>
- Sync up office names in CC, IWDS, and IwN

IPATS Performance Across Titles



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Snapshot

Timeline

Glossary

Select a Performance Measure:

Employment Rate Q2

Employment Rate Q4

Median Earnings Rate Q2

Credential Attainment Rate

Measurable Skill Gains

Select a Program Year: ⓘ

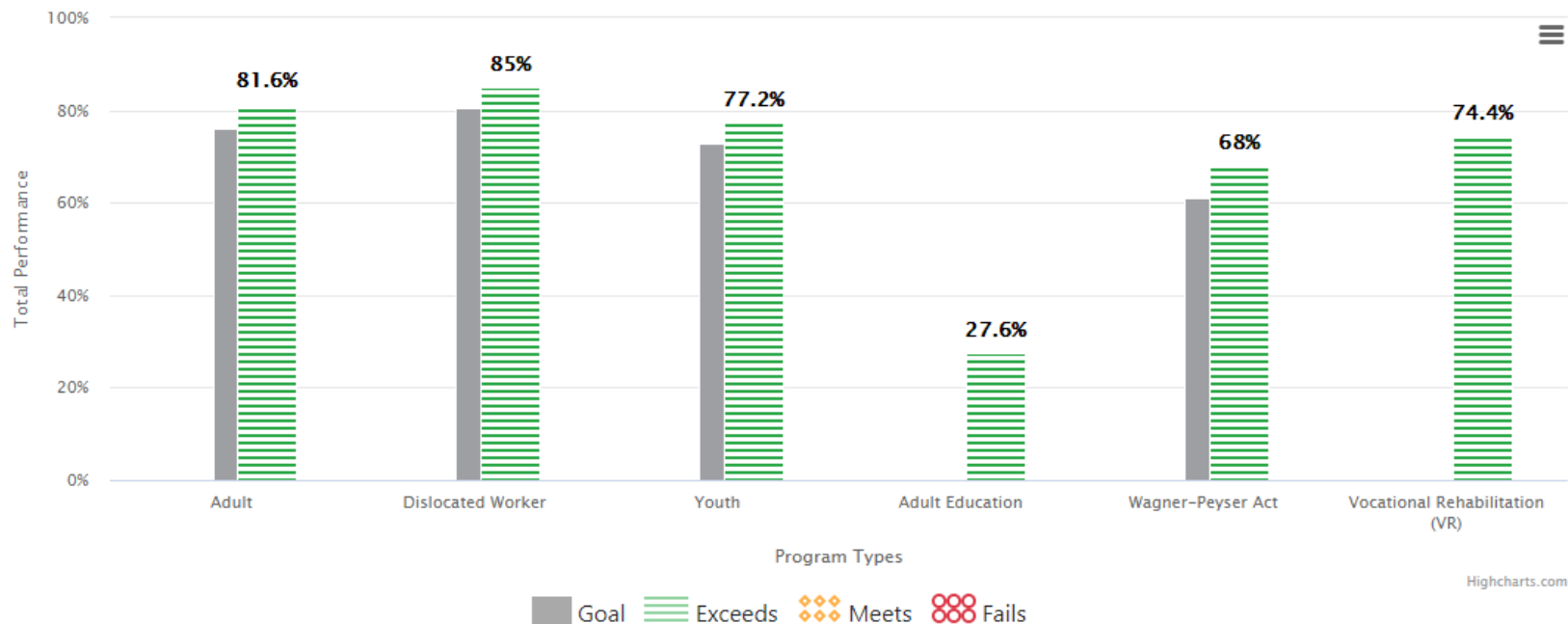
2017

2018

2019

2019 Employment Rate Q2 ⓘ

Export



Highcharts.com



- The following will be added to authorized staff lwN accounts:
 - Statewide graph & table views
 - LWIA 7 & 90 graph & table views
 - Office level individual level data
- Submit one request for per office/agency listing all staff that need IPATS access to the Career Connect Help Desk
- Form includes a place to request IPATS access for another LWIA, if needed

IPATS Access

- IPATS Link: <https://apps.illinoisworknet.com/ipats/>
- Navigate to IPATS from the IwN Home Page/Dashboard:
 - Click on “Partners” icon
 - Scroll down to the “Program Guides for Partners” section & click on the IPATS icon



IPATS

Questions and Answers



Resources

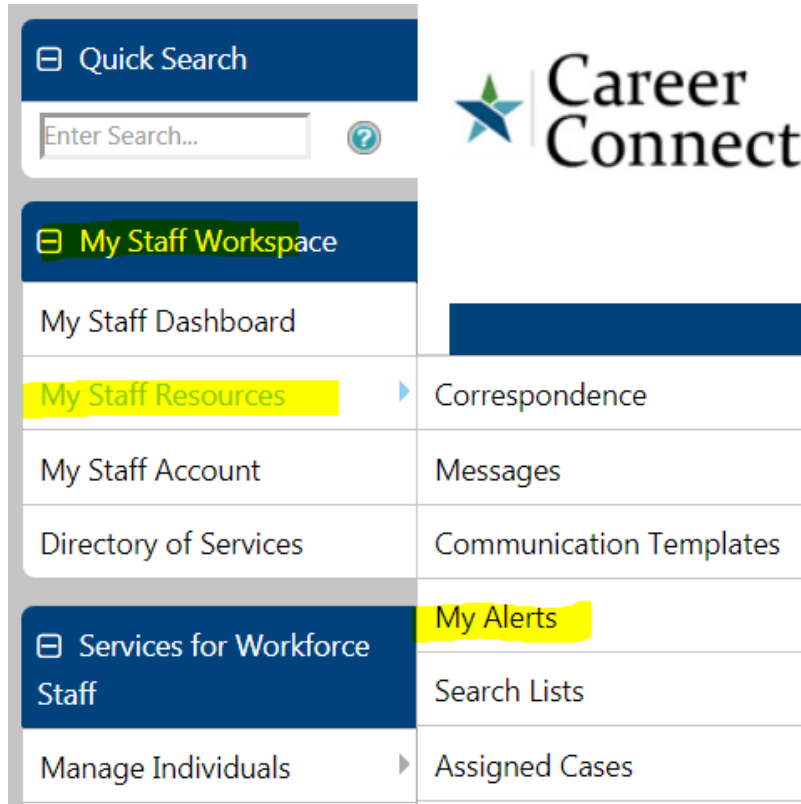


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- Basic Skills Assessment: <https://workforceboard.zendesk.com/hc/en-us/articles/360050548732>
- Measurable Skills Gain: <https://workforceboard.zendesk.com/hc/en-us/articles/360003921472>
- Credentials: <https://workforceboard.zendesk.com/hc/en-us/articles/360001371732>
- Service Definitions: <https://workforceboard.zendesk.com/hc/en-us/articles/360050548012>
- Closure/Exit Procedure: <https://workforceboard.zendesk.com/hc/en-us/articles/360001375152>
- Quarterly Follow-up: <https://workforceboard.zendesk.com/hc/en-us/articles/360014871492>
- Updated Reports: <https://workforceboard.zendesk.com/hc/en-us/articles/115002782311>
- IPATs Training Guides: <https://www.illinoisworknet.com/partners/Pages/IPATSGuide.aspx>

Staff Alerts



- Staff alerts help you manage your case load.
- To set-up alerts, use the left navigation menu and go to “My Staff Resources > My Alerts”
- On the next screen, click on “Modify My Alert Subscriptions” to access a list of available alerts.



Use this page to manage your alerts.

Modify My Alert Subscriptions

- Alerts are divided into sections
- Each alert is described on the screen
- The following “WIOA Innovation and Opportunity (WIOA) Alerts” may be helpful:
 - WIOA Activity Projected End Date
 - WIOA Male Participants about to turn 18
 - WIOA Follow-up Alert
 - Individual # of Days Since Last Workforce Innovation Opportunity Act (WIOA) Activity *(NOTE: This alert applies to all WIOA services, not just “Active” services.)*
- All of the IEP Alerts may be useful, too.

Staff Alerts

- To set an alert:
 - Check the check box next to the alert
 - Set the # of days prior to the “due date” that you want to receive the alert
 - Select “On the day only” if you want to be alerted one time for each customer; select “Everyday after” if you want to receive the alert daily for each customer until you have follow-up on the item.

<input checked="" type="checkbox"/>	WIOA Activity Projected End Date	5 days prior ▼	<input checked="" type="radio"/> On the day only
This alert will notify you when an Individual in your case load has a projected WIOA activity end date that is about to occur.			<input type="radio"/> Everyday after

In the example above, you would be alerted 5 days prior to each customers' projected service end date. You would only be alerted once for each service for each customer.

Staff Alerts

- When you log into Career Connect you will see the following pop-up screen if you have any alerts. You can click on the envelop to access your alerts immediately.

Important information for Dena Al-Khatib



You have 386 new or unread messages.

Close

My Messages



385 Unread Messages



1 Read Messages

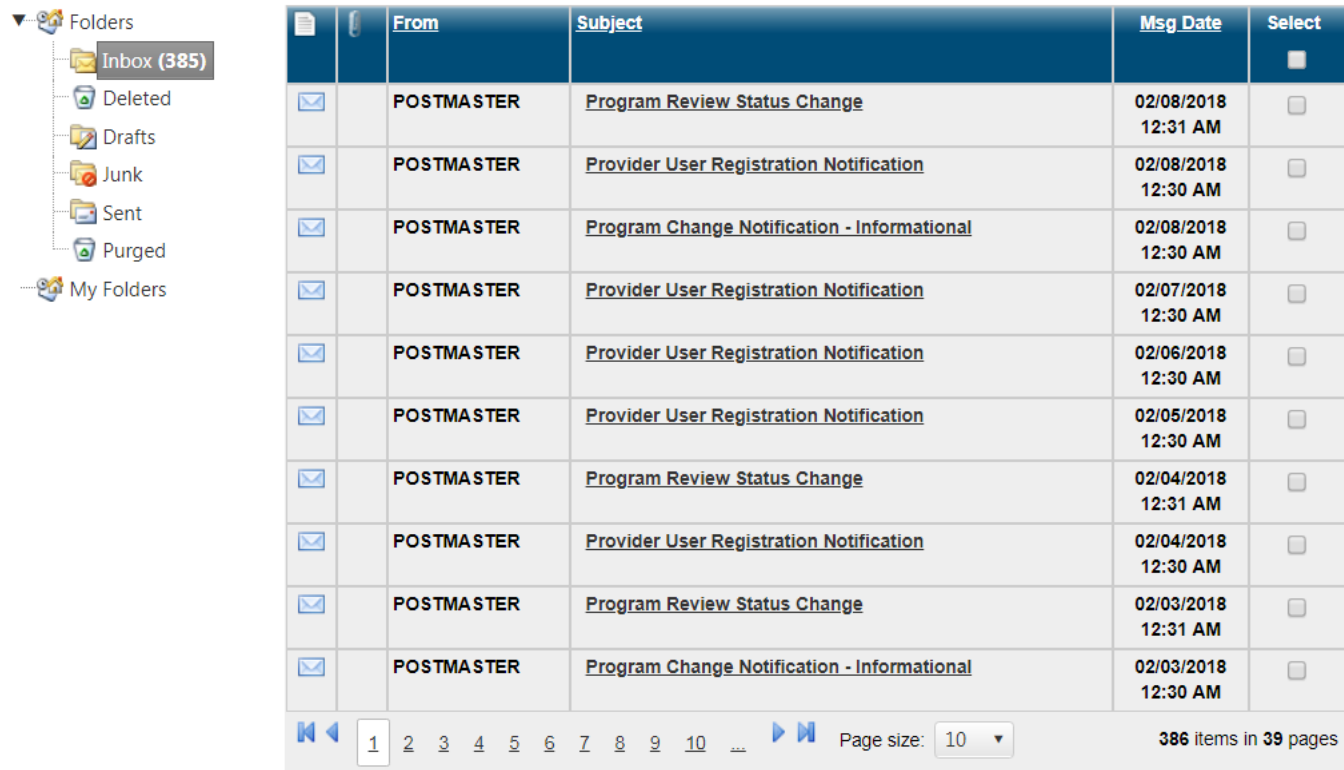
[Enter the Message Center](#)



- Or you can access them later from your dashboard via the Message Center.

Staff Alerts

- The message center looks & works much like an email box. You can read, delete, and sort messages into folders.



The screenshot displays a message center interface. On the left is a 'Folders' pane with a tree view containing: 'Inbox (385)', 'Deleted', 'Drafts', 'Junk', 'Sent', 'Purged', and 'My Folders'. The main area shows a list of messages with columns: 'From', 'Subject', 'Msg Date', and 'Select'. The messages are from 'POSTMASTER' with subjects like 'Program Review Status Change', 'Provider User Registration Notification', and 'Program Change Notification - Informational'. The dates range from 02/03/2018 to 02/08/2018. At the bottom, there is a pagination bar with page numbers 1 through 10, a 'Page size: 10' dropdown, and a summary '386 items in 39 pages'.

	From	Subject	Msg Date	Select
	POSTMASTER	Program Review Status Change	02/08/2018 12:31 AM	<input type="checkbox"/>
	POSTMASTER	Provider User Registration Notification	02/08/2018 12:30 AM	<input type="checkbox"/>
	POSTMASTER	Program Change Notification - Informational	02/08/2018 12:30 AM	<input type="checkbox"/>
	POSTMASTER	Provider User Registration Notification	02/07/2018 12:30 AM	<input type="checkbox"/>
	POSTMASTER	Provider User Registration Notification	02/06/2018 12:30 AM	<input type="checkbox"/>
	POSTMASTER	Provider User Registration Notification	02/05/2018 12:30 AM	<input type="checkbox"/>
	POSTMASTER	Program Review Status Change	02/04/2018 12:31 AM	<input type="checkbox"/>
	POSTMASTER	Provider User Registration Notification	02/04/2018 12:30 AM	<input type="checkbox"/>
	POSTMASTER	Program Review Status Change	02/03/2018 12:31 AM	<input type="checkbox"/>
	POSTMASTER	Program Change Notification - Informational	02/03/2018 12:30 AM	<input type="checkbox"/>

1 2 3 4 5 6 7 8 9 10 ... Page size: 10 386 items in 39 pages



**Please provide your feedback on this webinar
by taking a short survey:**

<https://www.surveymonkey.com/r/SGNPJRZ>



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