

## Questions from the Comprehensive WIOA and CCMEP Performance Webinar on March 29, 2017

1. What if a client moves....how can we make this a positive exit, or at least neutral?
  - a. If the client moves within the state, you can contact the OMJ center in the new location to see if they can continue the client's services. If so, you can transfer them; you can contact the WIOA or CCMEP Help Desk for assistance. If they move out of state, you can do the same, but you'll have to exit them in the system.
2. Please clarify---if an individual is enrolled in Occupational Training in PY 16 and does not complete their training until PY17 do they show as not meeting the Measurable Skill Gain for PY16?
  - a. You'll have to show a measurable skills gain for both PY 2016 and PY 2017. For the PY 2016, you could get a satisfactory progress report documenting a milestone, skill, wage gain attained, or an increase in performance.
3. For WIOA Adult and/or D/W cases, is it best to use the "close" function or the "exit" process?
  - a. All cases will exit if all their services have an actual end date. I'd recommend using the close function which will allow access to the post-exit and wages screen to document employment, earnings and credential attainment.
4. Do you use the hold - is it limited to 2 times per calendar year?
  - a. Yes, two (2) -180 day periods per year are permitted.
5. Will performance standards vary by area based on barrier data, or will we be offered the state rate as our goal?
  - a. Beginning PY 2018, area rates will differ from the state rate based in part on the statistical adjustment model which may move the standard up or down based on various participant characteristics and economic conditions.
6. If there is not an end date for one or more "services", will the OWCMS case still "soft exit" after more than 90 days?
  - a. No, all "actual end dates" need to be entered for the case to exit. The exit will occur 90 days after the actual end date.
7. Would you please repeat why the State is below performance 4% and what needs to be done.
  - a. As of December 2016, very few outcomes have been reported on this measure. This is for a couple reasons, 1) participants in this measure have until the end of the program year (i.e., June 30, 2017) to show a skill gain and 2) most areas have not been documenting gains as information on this measure has been minimal – a situation we are currently trying to alleviate.
8. We have been instructed to not co-enroll CCMEP youth (TANF/WIOA) - based on this information today would you recommend co-enrolling CCMEP participants?
  - a. Yes. From a performance perspective, there is only upside for co-funding *all* CCMEP participants. Avoiding co-funding now will only limit your options and potentially cause your performance standards to be higher in the future. It is a wide open field right now, I would definitely recommend taking advantage of the situation.
9. Is the median earnings based on statewide or local area?
  - a. Median earnings will be calculated and evaluated on both a state and local area level.

10. Dan, do you envision being able to design and quarterly deliver or at least annually provide an easily communicated measure scorecard that can be explained to all board members and contractors, particularly those that are not psychometric professionals.
  - a. Yes, every effort is being made to make the performance reports informative and understandable. The current CCMEP report has a great deal of information packed in it due to it being an implementation report. The WIOA 'what if' reports and next year's CCMEP report should include a simpler summary page one with additional information on subsequent pages. Hopefully this will serve your purposes well, but we're always open to feedback and suggestions for improvement.
11. We were recently informed that the CCMEP year was changing to the FFY (Oct-Sept). Was that change for funding only?
  - a. Yes, this is a funding period change. The performance year will still mirror WIOA's July through June program year.
12. Can a positive progress report from a work experience count as a measurable skills gain? Are there examples or templates for progress reports?
  - a. Yes, a progress report documenting a milestone, skill, wage gain attained, or an increase in performance is acceptable. We are currently working on policy around performance and may include a template of some kind, but nothing is currently available.
13. If a participant is enrolled in WIOA Adult, can they become eligible for CCMEP WIOA Youth?
  - a. Yes, as long as they meet the WIOA youth eligibility requirements, there is nothing that precludes co-enrollment in the WIOA Adult and WIAO Youth funding streams.
14. If a WIOA-funded out-of-school participant enrolls in school, does this participant become an in-school youth?
  - a. No. Once an individual is enrolled in CCMEP as an in-school or out-of-school youth, that status remains the same until the case is exited. OAC 5101:14-1-02.
15. If a WIOA-funded in-school participant is no longer attending school, does this participant become an out-of-school youth?
  - a. No. Once an individual is enrolled in CCMEP as an in-school or out-of-school youth, that status remains the same until the case is exited. OAC 5101:14-1-02.
16. Does in-school and out-of-school status matter when determining TANF eligibility?
  - a. In-school and out-of-school status has no bearing on eligibility for TANF-funded CCMEP services. OAC 5101:14-1-02.
17. Once someone is found eligible for both CCMEP TANF and WIOA and they enroll through the WIOA door, but they are ISY, we have been advised to not open services in WIOA because they are ISY, but once they are out of school to then change the school status (making them OSY) and then open WIOA services. But you've just said we can't change that status.
  - a. Once a participant is enrolled in any program, the education status is locked down. This is a characteristics of the participant at initial enrollment in CCMEP – i.e., education level, education status, veteran status, barriers to employment, etc. All of this characteristic information needs to remain stable, if not we won't be able to accurately report and explain outcomes to accurately assess program success or failure because we won't know what obstacles a participant had at program entry. If a participant starts as an in school youth, they will remain an in school youth for the duration of their program involvement. If the concern is the WIOA out of school youth expenditure requirement.

Remember that this is an expenditure requirement and not an enrollment requirement. This can be addressed by paying for most everything using TANF funds, even after the youth graduates.

18. For 4th Quarter after exit is the denominator those participants who achieved a successful 2nd quarter retention outcome or all program exiters?
  - a. This denominator for the 4<sup>th</sup> quarter after exit measure includes all program exiters, regardless of whether or not they were employed in the 2<sup>nd</sup> quarter after exit.
19. IF they don't return to the program after the expected HOLD period, can we then exclude them?
  - a. No, you cannot exclude them for this reason. You should exit them from the last date that they received a service (i.e., prior to the time they were put on hold). They will not necessarily be a negative on all performance measures as they may have obtained employment which could be captured by wage record. Regardless, you can still attempt to contact them after exit and offer follow-up services etc.
20. Just to be clear, is employment (post-exit) only entered in the post exit and wages screen? Can post exit employment be entered in "Job Placement" tab?
  - a. Only use post-exit and wages to enter employment post exit. The "Job Placement" and "OMJ-Employment opportunities" screens are for entering employment during program participation; entering employment information here will postpone their exit.
21. For WIOA participants, would you enter employment in the job placement drop down or the employment opportunity drop down?
  - a. If this is during program participation, I would recommend using the "OMJ-Employment opportunities" screen as the "Job Placement" screen is being retired soon.
22. Is an industry recognized credential defined in policy?
  - a. We are currently working on policy around performance which will include details on industry recognized credentials
23. Are the information collection and data required for ALL WIOA programs or just CCMEP participants?
  - a. Data collection and reporting in OWCMS is a requirement for reporting and performance for all WIOA programs and CCMEP.
24. I get very frustrated by measuring along the way and then also that they got GED, NCRC, on-line diploma, etc. It is frequent that smart young people drop out of school and then can pass these exams without coming in for "updates" - why doesn't the fact that they got the alternative diploma MEAN they have what is more important than "incremental improvement" - this kind of silliness is partly why they left school in the first place - oppositional deviance to bureaucracy not stupidity.
  - a. The attainment of a secondary school diploma or its recognized equivalent will suffice for documenting both the credential attainment measure *and* the skills gain measure. You won't have to do anything extra to get credit for the skills gain in this instance. However for post-secondary credentials, the attainment of the credential will not suffice for the skills gain measure, you'll have to use the "transcript", "milestone", or "passage of exam" to document a gain; we've made public comment to DOL over this inconsistency.
25. For Job Placement % under CCMEP, can they be employed at entry and then get a new, different job?

- a. Yes, documenting new employment is acceptable and encouraged.
26. We need a better explanation of the reports, i.e. where the data came from, etc.
- a. All the data included in the reports come from OWCMS. However, these are not canned reports. It takes a quite a bit of effort to pull all of this information together and put it in this format. However all of this information is taken from OWCMS and therefore it will be available to query from Cognos. There is one basic video completed on using Cognos and an intermediate video near completion. (To view, please visit <https://ohiomeanstraining.com/wcmshelp/>)
27. The Performance Measure chart just displayed shows that employment is not measured in WIOA Youth. Very confused, surprised by that.
- a. It is a bit confusing, but that is the way the WIOA law was written. For Adult and Dislocated Workers we look for employment 2<sup>nd</sup> and 4<sup>th</sup> quarter after exit; for youth it is Education, Training, or Employment 2<sup>nd</sup> and 4<sup>th</sup> quarter after exit. For the CCMEP population we measure both employment 2<sup>nd</sup> and 4<sup>th</sup> quarter after exit and Education, Training, or Employment 2<sup>nd</sup> and 4<sup>th</sup> quarter after exit.
28. I thought that all WIOA youth were CCMEP youth...is there a difference?
- a. Yes, all WIOA youth *are* CCMEP youth, but not all CCMEP youth are WIOA youth. The difference is WIOA youth have received a service(s) funded by the WIOA youth funding stream.
29. Are we now entering barriers for adults and dislocated workers?
- a. Yes.
30. Are we then able to generate reports out of OWCMS, (i.e., Barrier Reports), through BIC
- a. Yes. Barrier information in OWCMS is available to query from BIC/Cognos.
31. How do I contact WIOA Q & A?
- a. [WIOAQNA@jfs.ohio.gov](mailto:WIOAQNA@jfs.ohio.gov)
32. I had a gentleman just last week call me back and tell me that he had lied out of embarrassment about his education and he needed his GED, how would I get this changed?
- a. You would have to contact the help desk to have OIS correct the information: [OMJ-HELP-DESK@jfs.ohio.gov](mailto:OMJ-HELP-DESK@jfs.ohio.gov) .
33. For a job placement - would you enter that on both the job placement and OMJ employment opportunities screen?
- a. Entering it on one screen is sufficient for entering employment during program participation. If it is after exit, it should be entered in post exit and wages.
34. On slide 111, just to clarify in that scenario...the youth HAS to be enrolled in education or training, correct?
- a. Yes, or an in school youth. Sorry that this slide was not clearly labelled.
35. Regarding 90-day auto exits, when you say "end date" are you referring to the "actual" or "planned" end date?
- a. There must be a date in all of the "actual end date" fields.
36. When someone has obtained employment we should record this information in the job placement tab correct? Is there any other place this information should be recorded?
- a. If it is before or on the date of participant exit, then you can put the employment information on the "OMJ Employment Opportunities" or "Job Placement" screen. If it is after exit, it should be entered in post exit and wages.

37. If UI wages exist, will they trump supplemental data?
- Yes. 37. If UI wages exist, they will be used instead of the supplemental data.
38. Can you clarify the timeframe for a skills gain? ex. person enrolls in May 2017 - do we have to see a gain by June 30, 2017? please clarify
- Yes, essentially a skill gain is due by June 30<sup>th</sup> of each program year, regardless of when the participant enrolled. E.g., a participant enrolled in training in July, would have 12 months to show a gain while a participant enrolled in May would have only 2 months to show a gain.
39. Employment measures used to only include those who entered the program Unemployed. Does it now include ALL?
- Correct, under WIA the “entered employment” measure was only for those participants who were unemployed at the time of program enrollment. Under WIOA, there is no such distinction; every participant is included in the measure.
40. How, where and who tracks business services?
- The employer services screens in OWCMS will be available in July 2017. This will be available to both state and local staff that provide employer services. More details on this will come available when the system is up and running.
41. Confused by achieve a gain through EFL gain "if receiving instruction below postsecondary." Does that mean this only applies to those in high school?
- The EFL gain is only for those enrolled in secondary school (i.e, high school or secondary alternative school).
42. please clarify "or employment"
- For WIOA and CCMEP youth, we measure Education, Training, or Employment 2<sup>nd</sup> and 4<sup>th</sup> quarter after exit. For example, a participant can be enrolled in post secondary school and that would satisfy the requirement for the measure or they can be employed and that would satisfy the requirement for the measure.
43. skill gain: we have not been entering this into OWCMS ... do we have to go back and enter this for participants? if yes, how far back? which participants? please explain all of this.
- Yes, if you have a documented gain and have not yet put it in the system, you can go back in and enter it. Typically, you can enter dates as far as 6 months. If it is further back than that, you may have to contact the OMJ help desk.
44. For which program year does measureable skills gain begin? need to know which participants to enter information.
- The measurable skills gain measure begin this program year; PY 2016. We will supply you with a list of WIOA participants in this measure when we send out the Q2 ‘what if’ report. The CCMEP list is available as well.
45. for a person in long term training ... such as a year ...do we only have to document skills gain once for the program year that applies?
- You will have to show a gain for each program year that the participant is enrolled.
46. Why aren't the barriers listed anywhere on the eligibility application form JFS 03002?
- A great many of the barriers are currently listed on form JFS 03002; currently a PDF version of this form is available here:  
<http://www.odjfs.state.oh.us/forms/file.asp?id=4319&type=application/pdf>

47. Will the WIOA data screen for identifying barriers be updated to include those listed in WIOAPL 15-22?

- a. Currently all are captured in OWCMS excepting 'exhausting TANF' (#11 following). What follows are the barriers listed in WIOAPL 15-22 and where they are reported in OWCMS:
1. **Displaced homemakers;** 'Eligibility' field on the 'Dislocated Worker Details' window (from Basic Intake - Program Data screen) is equal to "Displaced Homemaker"
  2. **Low-income individuals;** Adult: 'Adult Low Income?' field (on 'Basic Intake - WIOA Data' screen) is equal to "Yes"  
Youth: "Documented Reason for Youth Eligibility" on the Basic Intake - Program Data screen:
    - Cash Public Assistance Recipient
    - Food Stamps-Receives or Eligible to Receive
    - Foster Child
    - Homeless
    - System Calculated Low Income
    - Disability/Individual Income
    - LOW INCOME – FAMILY ASSISTANCE (SNAP/TANF/SSI) RECEIVED IN PAST SIX MONTHS
    - LOW INCOME – FAMILY INCOME DOES NOT EXCEED POVERTY LINE OR 70% OF LLIISL
    - LOW INCOME – FOSTER CARE OR AGED OUT OF FOSTER CARE
    - LOW INCOME - HOMELESS, HOMELESS CHILD/YOUTH
  3. **Indians, Alaska Natives, and Native Hawaiians, as such terms are defined in section 166 of WIOA;** Basic Intake - General screen is equal to "American Indian/Alaska Native"; "Native Hawaiian/Other Pacific Islander"
  4. **Individuals with disabilities, including youth who are individuals with disabilities;** 'Individual With a Disability' field on the Basic Intake – Program Data screen is equal to "Yes"
  5. **Older individuals;** calculated based on 'Date of Birth' field on the 'Basic Intake – General' screen
  6. **Ex-offenders;** The 'Offender' field on the Basic Intake - WIOA Data screen is equal to "yes"
  7. **Homeless individuals or homeless children and youth;** 'Homeless' field or the 'Runaway' field on the Basic Intake
  8. **Youth who are in or have aged out of foster care;** calculated based on age and 'Foster Child?' field on the Basic Intake - Program Data screen is equal to "Yes"
  9. **Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers;** 'Basic Skills Deficient' field on the Basic Intake – WIOA Data screen is equal to "Yes" or 'English Language Learner' field on the Basic Intake – Program Data screen is equal to "Yes"
  10. **Eligible migrant and seasonal farmworkers;** 'Migrant Seasonal/Farmworker Status' field on the 'Migrant Seasonal/Farmworker Details' window (via the Basic Intake – Additional screen) is equal to "Yes"
  11. **Individuals within 2 years of exhausting lifetime TANF eligibility;** not currently captured
  12. **Single parents (including single pregnant women);** 'Single Parent?' field on the Basic Intake – WIOA Data screen is equal to "Yes"
  13. **Long-term unemployed individuals;** 'Long-Term Unemployed' question on the WIOA Services screen was answered as "Yes", then set this to "1"
  14. **Such other groups the State determines to have barriers to employment.;** TBD