

While you are waiting....

Please enter the following information in the chat:

1. Name and what county you work in, and
2. Share whether your county has a dedicated data person that looks at performance



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CCMEP PY 2019: Looking Forward and Taking Action to Improve Performance

THURSDAY, JULY 8TH, 2021

Quality Case Management is the Key

- Quality case management
 - trusting relationships
 - consistent follow up
 - team case reviews by supervisors
 - QA for staff and vendor cases
 - positive outcomes/better performance measure results for counties/areas
- Sell benefits program and follow-up early
 - increase and protect motivation
 - provide job retention and career growth support during follow-up



Quality Case Management is the Key

- Streamline enrollment process however possible to protect motivation
 - Prioritize/lead with participant needs/motivations not paperwork/ (Space out compliance tasks)
 - Avoid assessing when not required and take advantage of opportunity to use shorter assessments when possible
 - Review paperwork to see if any is duplicative or not program requirement
 - Engage with participants consistently and positively
 - See [engagement training](#)
 - Tap into internal motivations
 - Leverage incentives, etc.



Next Steps Forward

- Review [Unadjusted Annual PY 19 Performance Report](#)
 - Outcome of each performance metric?
 - Review data to see how to serve participants more effectively
 - Will improve local performance measure results
 - For a failed a measure, consider using the Corrective Action Plan (CAP) template to walk through analysis of data.
 - Employment/Education 2nd Quarter after Exit
 - Employment/Education 4th Quarter after Exit
 - Credential Attainment
 - Measurable Skill Gains
 - A Corrective Action Plan (CAP) template and an example exists to help with analysis

Ohio Department of
Job and Family Services

[Click to Insert Name of County](#) COUNTY

CORRECTIVE ACTION PLAN (CAP) Program Year 2018

Background Information:

The Ohio Department of Job and Family Services (ODJFS), Office of Workforce Development (OWD) completed a performance monitoring review of this Local Area and CCMEP Lead Agency. The review is a partnership between ODJFS and the Local Area and Lead Agency and serves to provide performance measure guidance and technical assistance to both the Local Area and Lead Agency with the goal of assisting them in meeting CCMEP performance outcome standards. Finally, the review serves as an opportunity to strategize and incorporate best practices to ensure good performance outcomes for the current and future program years.

Based on the final pass/fail determination recently released in the PY 2018 CCMEP Performance Report with the Statistical Adjustment Model applied, your Lead Agency and/or Local Area has failed one or more measures. After reviewing and analyzing your local data and identifying strategies for performance improvement, please identify steps to be taken to help ensure greater participant success.

Performance Measure Failed: Choose an item.

Please complete the following tasks and forward this draft strategy to improve performance with any notes regarding the cases provided for your county by June 30, 2020 to CCMEPQNA@dfs.ohio.gov. (In the email subject line please put "X County CAP")

Next Steps Forward

- Understand [Timing of cohorts](#)
 - PY 19 has passed – what can I do?
 - Examine PY 19 data and learn from it
 - PY 20 just ended – what can I do?
 - Examine PY 20 data and correct/update data needed by the first week in August
 - PY 21 in currently – what can I do?
 - PY 21 data monitoring (monthly) and clean-up
 - Check and enter any missing data for all performance measures
 - Monitor and hold vendors (youth service providers) accountable for data entry and performance
 - PY 22 in future – what can I do?
 - Consider data-driven procurement if contracting with providers (see [procurement webinar](#))
 - Everyone should review the example CAP regardless of whether passed credential measure

Other Resources

- CCMEP Resources
 - [CCMEP Fact Sheet](#)
 - [CCMEP Q&A Database](#)
 - [CCMEP Program Plans](#)
 - [Performance](#)
 - [CCMEP Performance Desk Aid](#)
 - [CCMEP Local County Contacts](#)
 - [CCMEP Services Matrix](#)
 - [Online CCMEP Trainings and Webinars](#)
 - [Newsletters](#)
- Procurement Resources
 - Before beginning the procurement process, review **all state and local procurement policies**.
 - [Procurement Training Webinar \(Jan 2021\) - webinar \(handout\)](#)
 - [Procurement Training - Best Practices Webinar \(Jan 2021\) - webinar \(handout\)](#)
 - [Subrecipient v. Contractor checklist](#)
- Federal Procurement Policy Resources
 - [2 CFR 200.320 Methods of procurement to be followed](#)
 - 2 CFR 200.317 though 2 CFR 200.326 contains more details on procurement standards.
- State Procurement Policy Resources
 - [Fiscal Administration Procedure Manual - Chapter 5, CCMEP](#)
 - [OAC 5101.9-4-07 Acquisition Standards and Guidelines](#)
 - [OAC 5101.9-4-07.1 Procurement Methods](#)
 - [WIOA PL 17-03 - Procurement of the CCMEP Provider for WIOA Youth-Funded Activities and Services](#)
 - [OAC 5101.9-5-01 WIOA fiscal agent responsibilities for CCMEP including monitoring and sub-recipients](#)

Entering Data Timeline

Enter data by end of each quarter to view it in next performance report

- End of PY 2020 Q1 – 9/30/2020
 - End of PY 2020 Q2 – 12/31/2020
 - End of PY 2020 Q3 – 3/31/2021
 - End of PY 2020 Q4 – 6/30/2021
-
- End of PY 2021 Q1 – 9/30/2021
 - End of PY 2021 Q2 – 12/31/2021
 - End of PY 2021 Q3 – 3/31/2022
 - End of PY 2021 Q4 – 6/30/2022



Entering Data Tips

- All quarterly reports are informational and data can be updated until the annual report deadline (usually first week in August)
- Run performance reports on BIC Cognos monthly or quarterly and make any adjustments prior to end of the quarter
- Use exiting checklist to ensure staff know/track when performance data should be entered



WIOA and CCMEP Performance Measure Cohorts	Program Year 2021				Program Year 2022				When Performance Measurement Occurs
	July 2021 - June 2022				July 2022 - June 2023				
Performance Measures are Evaluated and Reported by Quarter and by Program Year	1st Qtr PY 21	2nd Qtr PY 21	3rd Qtr PY 21	4th Qtr PY 21	1st Qtr PY 22	2nd Qtr PY 22	3rd Qtr PY 22	4th Qtr PY 22	
Education, Training or Employment At Exit (CCMEP only)	Apr-Jun 2021	Jul-Sep 2021	Oct-Dec 2022	Jan-Mar 2022	Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2023	Jan-Mar 2023	After Exit
Education, Training or Employment 2nd Quarter After Exit (Youth only)	Jul-Sep 2020	Oct-Dec 2020	Jan-Mar 2021	Apr-Jun 2021	2nd Q after Exit: July 2020 – June 2021 Earnings: July 2020 – June 2021 4th Q after Exit: Jan 2020 – Dec 2020 Credential: Jan 2020 – Dec 2020 MSG: July 2021 – June 2022				
Median Earnings 2nd Quarter After Exit	Jul-Sep 2020	Oct-Dec 2020	Jan-Mar 2021	Apr-Jun 2021					
Education, Training or Employment 4th Quarter After Exit (Youth only)	Jan-Mar 2020	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020					
Credential Attainment Rate	Jan-Mar 2020	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020					
Measurable Skill Gains	Jul-Sep 2021	Oct-Dec 2021	Jan- Mar 2022	Apr-Jun 2022					

WIOA and CCMEP Performance Measure Cohorts	Program Year 2021				Program Year 2022				When Performance Measurement Occurs
	July 2021 - June 2022				July 2022 - June 2023				
Performance Measures are Evaluated and Reported by Quarter and by Program Year	1st Qtr PY 21	2nd Qtr PY 21	3rd Qtr PY 21	4th Qtr PY 21	1st Qtr PY 22	2nd Qtr PY 22	3rd Qtr PY 22	4th Qtr PY 22	
Education, Training or Employment At Exit (CCMEP only)	Apr-Jun 2021	Jul-Sep 2021	Oct-Dec 2022	Jan-Mar 2022	Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2023	Jan-Mar 2023	After Exit
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Median Earnings 2nd Quarter After Exit	Jul-Sep 2020	Oct-Dec 2020	Jan-Mar 2021	Apr-Jun 2021	Jul-Sep 2021	Oct-Dec 2021	Jan-Mar 2022	Apr-Jun 2022	After Exit
Education, Training or Employment 4th Quarter After Exit (Youth only)	Jan-Mar 2020	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Mar 2021	Apr-Jun 2021	Jul-Sep 2021	Oct-Dec 2021	After Exit
Credential Attainment Rate	Jan-Mar 2020	Apr-Jun 2020	Jul-Sep 2020	Oct-Dec 2020	Jan-Mar 2021	Apr-Jun 2021	Jul-Sep 2021	Oct-Dec 2021	After Exit
Measurable Skill Gains	Jul-Sep 2021	Oct-Dec 2021	Jan-Mar 2022	Apr-Jun 2022	Jul-Sep 2022	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	During Enrollment

Timing of Starting and Ending Services

- End service for secondary or postsecondary training timely in OWCMS if it ends before the end of the program year
 - Not ending the service timely can result in MSG being required in a program year when there's actually not any education services being provided
 - Same advice for avoiding entering training services in OWCMS early before the service actually starts in the next program year (this can result in an MSG requirement being unfilled in a program year when training services were not actually provided)



Best Practices – Case Management/Enrollment

- Quality Case Management

- and engagement
 - Case reviews
- Sell program and follow up benefits at enrollment
- Serve a higher ratio of out-of-school youth
 - Outreach to Out-of-school youth
 - Community Colleges, H.S. Students who don't have a plan, etc.



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Best Practices – Credential Attainment/MSG

- Provide supports for single parents working towards a credential
 - Child care, transportation, tutoring, internet access, computer equipment and supportive services
- Provide immediate supports for OWF work eligibles entering CCMEP already enrolled in a postsecondary program
 - Assess needs for support (see second bullet above)
 - Check to see if training program is what they thought it would be and if it's not, help them work towards another credential that fits their needs/interests/skills better

A decorative graphic on the right side of the slide. It features a vertical gradient background transitioning from orange at the top to green at the bottom. Two large, semi-transparent arrows are overlaid: a yellow arrow pointing right in the upper half and a teal arrow pointing left in the lower half. The text "INDUSTRY-RECOGNIZED CREDENTIALS" is centered in white, uppercase letters between the two arrows.

INDUSTRY-
RECOGNIZED
CREDENTIALS

Best Practices – Credential Attainment/MSG

- Serve in-school youth thoroughly
 - Plan to serve until receive credential at a minimum (communicate timeframe)
 - Contact school district(s) to partner on receiving graduation information timely to enter in OWCMS
- Have participants sign a waiver for postsecondary and/or secondary education so training provider/educational institution can share attendance, grades, report cards, transcripts and graduation with your county

Best Practices – Measurable Skill Gain

- This rate will be very low until the 3rd quarter and requires a lot of attention at the end of the 3rd quarter of each program year to ensure there's time to collect information needed like report cards, transcripts and post-tests when necessary
- Avoid assessing if there's already a recent standard assessment that meets basic skills assessment requirement like ACT, SAT or state end of course subject test for secondary students
- Use report cards or transcripts to show a skill gain whenever possible
- Use Education Functioning Level Assessments (i.e., CASA or TABE 11/12) *mostly* for basic skills deficient participants
 - Requires a pre-test and post-test at the beginning and end of program year. Try to a pre-test to occur after enrollment when needed and participant is *not* basic skills deficient possible to protect participant motivation



Best Practices – Employment/Wages

- Take your follow-up services to the next level
 - No requirement to exit once get a credential, enter postsecondary or placed in a job
 - Job retention
 - Career growth
 - Frequent engagement
- Enter data consistently and accurately in OWCMS
 - Hold vendors accountable in agreements and during execution



Best Practices – Employment/Wages

- Set participants up for long term success
 - Plan for stable transportation long term after program exit and follow up over
 - Plan for stable child care and back up child care close to home/work
 - Job placements close to home or help to move closer to work
 - Help them build a support network (i.e., adult mentors, healthy relationships, successful current and past participants, etc.)
 - Help them learn to reduce and cope with stress
 - Help them develop soft skills
 - Help them set and achieve goals



Best Practices – Procurement/QA

Youth Service Providers

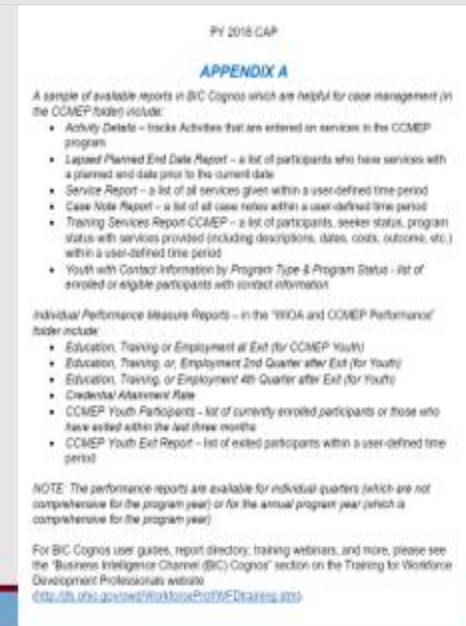
Hold them accountable for:

- Meeting performance standards in contracts
- Attending trainings
- Having minimum qualifications
- Paying minimum hourly rates to case managers
- Entering data in OWCMS timely
- Providing services by either subcontracting or allowing providers to only bid on services they can provide (no provider can provide all services well)
- Following all state policy requirements including changes in policy



Best Practices – Data Review

- Proper Bic Cognos Report Review
 - Everyone should check their data as a best practice regardless of passing or failing measures (shared participant level data with every county/area)
 - Once a month ideally / once a quarter at a minimum
 - Serve more participants to expand denominator
 - Trends? Issues?



BIC Cognos Performance Reports

Resources

Training for Workforce Development Professionals website

(<http://jfs.ohio.gov/owd/WorkforceProf/WFDtraining.stm>)

Resources available:

- User guides to BIC Cognos
- BIC Cognos Report Directory
- OWCMS Data Crosswalk
- A recorded webinar to learn how to use BIC Cognos to manage performance data

Ohio Workforce Case Management System (OWCMS)

OWCMS Systems Training

[Module 1](#) - Accessing and Finding Cases (*Running Time 6:37. Posted 04/10/2019*)

[Module 2](#) - The Basic Intake General Information Tab (*Running Time 6:13. Posted 04/10/2019*)

[Module 3](#) - The Additional Information Tab (*Running Time 2:55. Posted 04/10/2019*)

[Module 4](#) - The Data Tab (*Running Time 9:00. Posted 04/01/2020*).

[Module 5](#) - Adding a Service for an Adult and Dislocated Worker (*Running Time 9:00. Posted 11/22/2019*)

[Module 6](#) - Closing a Service for an Adult and Dislocated Worker (*Running Time 4:00. Posted 11/22/2019*)

[Module 7](#) - Accessing Case Notes (*Running Time 2:30. Posted 12/04/2019*)

[Module 8](#) - Post Exit and Wages (*Running Time 2:00. Posted 12/04/2019*)

[Employer Services](#) will review and highlight services that are available to employers, examples of different services and a demonstration on how to enter this information into OWCMS. (*Running Time 15:00. Posted 05/06/19*).

Posting Events on OhioMeansJobs.com - [webinar](#) (*Running Time 36:33*) and [documentation](#) (*Posted February 6, 2018*)

[OhioMeansTraining.com](#) covers topics such as Labor Exchange, WIOA, WIET, Rapid Response and more.

[Partner Connections in the OhioMeansJobs Center](#) module (*Running Time 15:00. Posted 11/27/2018*) is designed to assist those working in the OhioMeansJobs center in creating a more coordinated effort between all the partners that reside in the center.

Business Intelligence Channel (BIC) Cognos

[Basic Guide to BIC Cognos](#): This beginner-level guide will show users how to log into BIC Cognos, how to run reports, how to schedule reports, and more.

[Intermediate Guide to BIC Cognos](#): This guide will demonstrate the BIC Cognos report Authoring Mode, formatting a report, adding report items, creating report prompts, and other advanced Cognos functions.

[BIC Cognos Report Directory](#) - A directory of existing state-developed WIOA and CCMEP BIC Cognos reports detailing their applicable use.

[BIC Cognos and OWCMS Data Crosswalk](#) - A data element crosswalk which lets the user know which items in Cognos correspond to which fields in OWCMS.

[Cognos Performance Webinar](#) (*Running Time 68:00 min*) and [documentation](#) - In this webinar, participants will learn some basic functions of the Cognos reporting system. We will cover: logging into the system, the key features of the IBM Cognos Analytics Dashboard, and demonstrate how to run the Credential Attainment, the Employed 2nd Quarter after Exit, and the Employed 4th Quarter after Exit Performance reports for the Adult, Dislocated Worker, and CCMEP program areas.

BIC COGNOS Reporting Systems Training

[Module 1](#) - General Properties of BIC Cognos (*Running Time 7:00. Posted 10/23/2019*)

[Module 2](#) - Running a Report with Default Options (*Running Time 6:54. Posted 10/23/2019*)

All Cognos Performance reports are
ESTIMATES ONLY!

Best to use it proactively to manage data



BIC Cognos vs. State Performance Reports

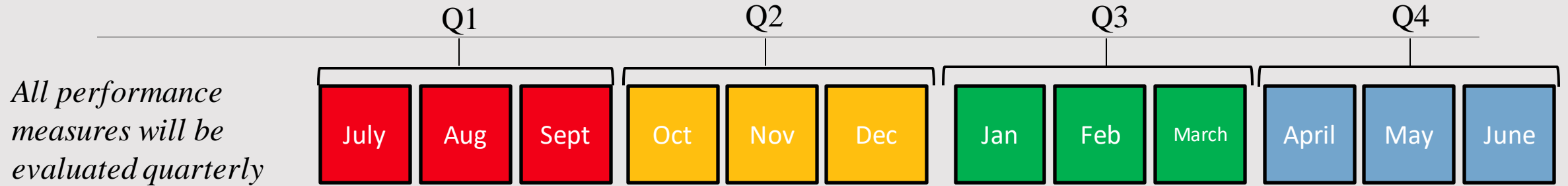
BIC Cognos Performance Reports

- Data from OWCMS from prior day
- ***ESTIMATES only***
- For data management purposes
- Quarterly reports are **not** cumulative; Annual report is cumulative for Program Year
- A couple limitations due to the query design in BIC Cognos

Performance Report from the State

- Data from OWCMS from end of quarter
- Official numbers which are [published online](#)
- Quarterly reports are cumulative; Annual report is cumulative for Program Year

BIC Cognos vs. State Performance Reports



BIC COGNOS REPORTS = **NOT** CUMULATIVE

Q1 Report = Q1 data

Q2 Report = Q2 data

Q3 Report = Q3 data

Q4 Report = Q4 data

Annual Report = Q1, Q2, Q3, and Q4 data

STATE PERFORMANCE REPORTS = CUMULATIVE

Q1 Report = Q1 data

Q2 Report = Q1 and Q2 data

Q3 Report = Q1, Q2, and Q3 data

Q4 Report = Q1, Q2, Q3, and Q4 data

Annual Report = Q1, Q2, Q3, and Q4 data

Best Practices for Performance Reports on BIC Cognos

Run performance reports on BIC Cognos monthly or quarterly and make any adjustments prior to end of the quarter

- End of PY 202X Q1 – 9/30/202X
- End of PY 202X Q2 – 12/31/202X
- End of PY 202X Q3 – 3/31/202X
- End of PY 202X Q4 – 6/30/202X
- Annual data deadline – TBA

AND/OR run the Annual report to examine the full cohort which will be evaluated in PY 202X

THEN examine the “Negatives” and add data into OWCMS if information is missing or incorrect (may or may not be included in the recent performance report)

Downloading as Excel

Business Intelligence Channel

Office of Workforce Development

Estimated Performance Report

CCMEP Youth Education, Training, or Employment 4th Quarter After Exit Measure

WDB Code

☐ 1
☐ 2
☐ 3
☐ 4
☐ 5
☐ 6
☐ 7
☐ 8
☐ 9
☐ 10

WIOA Office

[Select all](#) [Deselect all](#)

Select Reporting Quarter

Quarter Selection

PY 2017 Fourth Quarter Report (Apr 1, 2018 to Jun 30, 2018)
PY 2017 Annual Report (Jul 1, 2017 to Jun 30, 2018)
PY 2018 First Quarter Report (Jul 1, 2018 to Sept 30, 2018)
PY 2018 Second Quarter Report (Oct 1, 2018 to Dec 31, 2018)
PY 2018 Third Quarter Report (Jan 1, 2019 to Mar 31, 2019)
PY 2018 Fourth Quarter Report (Apr 1, 2019 to Jun 30, 2019)
PY 2018 Annual Report (Jul 1, 2018 to Jun 30, 2019)
PY 2019 First Quarter Report (Jul 1, 2019 to Sept 30, 2019)
PY 2019 Second Quarter Report (Oct 1, 2019 to Dec 31, 2019)
PY 2019 Third Quarter Report (Jan 1, 2020 to Mar 31, 2020)
PY 2019 Fourth Quarter Report (Apr 1, 2020 to Jun 30, 2020)
PY 2019 Annual Report (Jul 1, 2019 to Jun 30, 2020)

Finish

Cancel

Single Quarter

Annual = Cumulative PY

Cohort
information

Reporting Quarter includes participants who exited between the dates listed below.

Reporting Quarter	Participants who Exited Between
PY 2017 First Quarter Report	Information Unavailable
PY 2017 Second Quarter Report	Information Unavailable
PY 2017 Third Quarter Report	Jul 1, 2016 to Sept 30, 2016
PY 2017 Fourth Quarter Report	Oct 1, 2016 to Dec 31, 2016
PY 2017 Annual Report	Jan 1, 2016 to Dec 31, 2016
PY 2018 First Quarter Report	Jan 1, 2017 to Mar 31, 2017



Office of Workforce Development

Estimated Performance Report

CCMEP Youth Credential Attainment Measure

The percentage of program participants who obtain a recognized postsecondary credential or a secondary school diploma or its recognized equivalent during participation in or within 1 year after exit from the program. Program participants who obtain a secondary school diploma or its recognized equivalent shall be included in the percentage counted as meeting the criterion if such participants, in addition to obtaining such diploma or its recognized equivalent, have obtained or retained employment or are in an education or training program leading to a recognized postsecondary credential within 1 year after exit from the program.

Quarter Selected: PY 2019 Annual Report (Jul 1, 2019 to Jun 30, 2020)

Cohort Chart

Workforce Development Board: X

NUMERATOR:3

DENOMINATOR:9

IMPORTANT: This BIC Cognos Report uses data from the Reporting database which is updated from OWCMS each night. It is intended to be used by lead agencies and local areas to track participants and exiters and estimate performance outcomes. It may not match official performance reports from the state of Ohio due to timing of quarterly report processing.

If the data on this report is for public distribution (annual report, news article, on-line post, etc.), you must obtain prior approval from programs identified on the report prior to distribution.

Office(s):X-0-1 OhioMeansJobs XXXX County

CCMEP Youth Credential Attainment Measure

Seeker ID	Last Name	First Name	WIB Code	Office Name	Agent Name	Participation Date	Exit Date	Outcome
XXXXXXX	Smith	DWIGHT	X	X-0-1 OhioMeansJobs XXXX County	SCOTT, MICHAEL	20131203	20180330	POSITIVE
XXXXXXX	O'Leary	PAM	X	X-0-1 OhioMeansJobs XXXX County	SCOTT, MICHAEL	20161012	20180330	NEGATIVE
XXXXXXX	Schubert	ANGELA	X	X-0-1 OhioMeansJobs XXXX County	SCOTT, MICHAEL	20170103	20181027	NEGATIVE
XXXXXXX	Albert	JIM	X	X-0-1 OhioMeansJobs XXXX County	LEVINSON, JAN	20161229	20180629	NEGATIVE
XXXXXXX	Bird	ANDY	X	X-0-1 OhioMeansJobs XXXX County	LEVINSON, JAN	20170203	20180130	NEGATIVE
XXXXXXX	Lake	CREED	X	X-0-1 OhioMeansJobs XXXX County	LEVINSON, JAN	20170303	20181119	NEGATIVE
XXXXXXX	Smith	ERIN	X	X-0-1 OhioMeansJobs XXXX County	LEVINSON, JAN	20170428	20180629	POSITIVE
XXXXXXX	Crow	STANLEY	X	X-0-1 OhioMeansJobs XXXX County	SCOTT, MICHAEL	20170504	20180629	POSITIVE
XXXXXXX	Apple	KEVIN	X	X-0-1 OhioMeansJobs XXXX County	LEVINSON, JAN	20170428	20180808	NEGATIVE

Best Practices for BIC Cognos Reports

- Run early and often
- Proactive data management
- Review information in the CCMEP Performance Desk Aid:

[CCMEP-Desk-Aid_May-2021.stm \(ohio.gov\)](#)

Reach out for technical assistance if needed

Employment and Education after Exit, Credential and Measurable Skill Gains Failed Measures

- If you want to request the participant level data to review PY 2020 and PY 2019 if needed, contact Mary.Tabler-Yosha@jfs.ohio.gov to request the participant outcome group (POG) data to review PY 2020 and PY 2019
- Identify trends or what may have caused a participant to not succeed for this measure
- Use Corrective Action Plan using the example and template provided if you would like

Corrective Action Plans (CAPs)



Department of
Job and Family Services

Click to Insert Name of County COUNTY

CORRECTIVE ACTION PLAN (CAP) Program Year 2018

Background Information:

The Ohio Department of Job and Family Services (ODJFS), Office of Workforce Development (OWD) completed a performance monitoring review of this Local Area and CCMEP Lead Agency. The review is a partnership between ODJFS and the Local Area and Lead Agency and serves to provide performance measure guidance and technical assistance to both the Local Area and Lead Agency with the goal of assisting them in meeting CCMEP performance outcome standards. Finally, the review serves as an opportunity to strategize and incorporate best practices to ensure good performance outcomes for the current and future program years.

Based on the final pass/fail determination recently released in the PY 2018 CCMEP Performance Report with the Statistical Adjustment Model applied, your Lead Agency and/or Local Area has failed one or more measures. After reviewing and analyzing your local data and identifying strategies for performance improvement, please identify steps to be taken to help ensure greater participant success.

Performance Measure Failed: Choose an item.

Please complete the following tasks and forward this draft strategy to improve performance with any notes regarding the cases provided for your county **by June 30, 2020** to CCMEPQNA@jfs.ohio.gov. (In the email subject line please put "**X County CAP**".)

FAKE COUNTY

CORRECTIVE ACTION PLAN (CAP) Program Year 2018

Background Information:

The Ohio Department of Job and Family Services (ODJFS), Office of Workforce Development (OWD) completed a performance monitoring review of this Local Area and CCMEP Lead Agency. The review is a partnership between ODJFS and the Local Area and Lead Agency and serves to provide performance measure guidance and technical assistance to both the Local Area and Lead Agency with the goal of assisting them in meeting CCMEP performance outcome standards. Finally, the review serves as an opportunity to strategize and incorporate best practices to ensure good performance outcomes for the current and future program years.

Based on the final pass/fail determination recently released in the PY 2018 CCMEP Performance Report with the Statistical Adjustment Model applied, your Lead Agency and/or Local Area has failed one or more measures. After reviewing and analyzing your local data and identifying strategies for performance improvement, please identify steps to be taken to help ensure greater participant success.

Performance Measure Failed: Credential Attainment

Please complete the following tasks and forward this draft strategy to improve performance with any notes regarding the cases provided for your county **by June 30, 2020** to CCMEPQNA@jfs.ohio.gov. (In the email subject line please put **"X County CAP"**.)

- ☒ Review data available in the PY18 performance report (e.g., number of volunteers served, number of in-school youth, number of out-of-school youth, demographics – please refer to the two pages of data for both your local area and lead agency in the performance report).

# Participants	# Exiters	
89	32	
# in Measure Numerator	# in Measure Denominator	Measure Attainment Rate (%)
10	53	18.9%

# TANF Funded Participants	# WIOA Funded Participants	#Co-Funded Participants
47	23	19
Total # Participants in school at enrollment**	Total # Participants not attending school at enrollment**	
75	14	

***For Total # of Participants cells add all 'in-school' and 'not attending school' categories. (e.g., for In-school add the three categories of 'in-school' (High school or less; Alternative; Post-Secondary); for not attending school add three categories (High school dropout; High school graduate; School age)).*

Other observations about the data:

Our area is currently serving more in-school than out-of-school youth. Many of our participants are female and over 75% are pregnant or parenting. The bulk of our participants are below the age of 18 and the majority of participants have a 10th grade education or below at enrollment. Our area serves very few OWF participants.

- ☒ Request a participant outcome group (POG) list for the measure(s) your local area failed if you have not already received a list. (Send an email to CCMEPQNA@jfs.ohio.gov. In the subject line please put **"X County POG request"**. In the body of the email please be sure to list which performance measure you are interested in).
- ☒ Review the cases which are indicated as "negative" on the POG list of program participants to identify what steps may have been taken if any to improve the outcomes for the relevant measures

Notes on case reviews:

Upon review it appears that case notes are lacking. Based on the services provided it appears that the services provided to the young pregnant/parenting mothers is not adequately preparing them for success. This may be due to lack of additional assistance being provided with transportation or childcare or lack of accommodation due to children being present.

- ☒ Run applicable BIC COGNOS Reports to examine future data (See Appendix A – A question to ask yourself is 'Are the same issues prevalent?')

Notes on BIC COGNOS Reports:

The current BIC COGNOS reports show that we still serve mostly pregnant/parenting youth. The documentation of meetings and services provided has vastly improved and it appears that more accommodation is being provided to our clients.

- ☒ Review the most recent (e.g., PY19Q2 or PY19Q3 report available) to check progress/ impact of improvement strategies

# in Measure Numerator	# in Measure Denominator	Measure Attainment Rate (%)
20	50	40%

- ☒ Run and review the Performance Reports in BIC Cognos report (e.g., Annual PY19 which will show you all participants evaluated for this measure for PY 2019) to check impact of the improvement strategies

# in Measure Numerator	# in Measure Denominator	Measure Attainment Rate (%)
26	51	51%

Is your local area and lead agency improving in this performance measure when compared to PY18 data based on the current program year performance reporting?

☒ YES or ☐ NO

Is your local area and lead agency meeting or exceeding in this performance measure based on the latest data available?

☐ YES or ☒ NO

If **NO** to either question, then you must keep following performance each quarter. *(It's best practice to continue monitoring each quarter for all measures even if you're currently meeting this quarter).*

DEVELOP AN OVERALL STRATEGY TO IMPROVE THE RESULTS FOR THIS PERFORMANCE MEASURE

1) **Observation** (What did the local area and lead agency find in through data analysis/research?)

The out-of-school youth rate is well below 75%. While the local area and lead agency still predominately serve youth under the age of 18 who are pregnant or parenting our success rates are improving. Services are more thoughtfully being provided to participants and additional referrals are being offered. We're trying not to exit participants until after they have gained credentials and been placed in employment within their career pathway. In addition, case managers have been providing more engagement during follow up for job retention and career growth. Case managers are also now entering case notes for each engagement even during follow up.

1.1 **Recommendation** (How might the local area and lead agency address any negative findings?)

The local area and lead agency appear to be serving too many in-school youth and we are not capturing credential information. We need to strategize ways to ensure youth stay engaged throughout program enrollment and follow-up. We need to do more to outreach to out-of-school youth. We are planning to hire out-of-school participants through a vendor to expand out outreach efforts and help promote the value of the program. We need to relook at our population to see if our program needs to be modified to assist the pregnant/parenting youth more effectively.

1.2 **Underlying Cause** (Is there an underlying issue that needs to be addressed?)

Case notes were lacking in quality and quantity to indicate adequate engagement efforts were being made consistently. Since communicating this issue to staff, there seems to be an increase in quality case notes which indicates that case workers are providing more appropriate services in a timeframe that seems to work, but it also seems that some needs are not being addressed. It also appears that there may not be enough engagement during follow up period. Our high ratio of in-school youth also negatively impacted this performance measure. Many of these youth were exited before they attained their credential.

1.3 **Implementation Steps** (How might the local area and lead agency implement any recommendations?)

Supervisors will be tasked with creating bi-weekly case reviews with all case managers. Supervisors will also run case note reports on BIC Cognos to verify ongoing engagement and case notes monthly to ensure engagement is occurring during enrollment and follow up. The local area and lead agency will implement refresher services training and provide scenarios on how to problem solve and apply some critical thinking skills in getting a participant the appropriate services and supports. We will also expand our out of school recruitment through such efforts as connecting with organizations where out of school youth congregate, social media advertising, etc. We also plan to hold off exiting in-school youth until they obtain their credential at a minimum. We will develop a partnership with our local school districts to ensure we can obtain graduation information at the end of each school year for our CCMEP participants so this can be entered in OWCMS.

2) Resources Needed *(What, if any, trainings or other resources that the local area or lead agency needs to improve performance based on the findings?)*

No outside resources are needed at this time.

3) Implementation Schedule *(What is the timeframe the local area and lead agency will need to implement any recommendations?)*

Case reviews with supervisors and case managers to start by June 30, 2020. All case managers will be assigned to watch the multi-video recording on case management on the CCMEP training page by the end of this program year, June 30, 2020. All case managers will be required to watch case notes training by June 30, 2020. Case managers will begin running monthly case note reports and review them beginning July 1, 2020 to ensure engagement is consistent throughout enrollment and follow up period. The expanded out of school youth recruitment will start by June 30, 2020. In the event that one method is unsuccessful we will reevaluate and revise the strategy or seek alternative methods of recruitment. We will start to reach out to school districts to establish partnerships by June 30, 2020.

4) Person Responsible for Implementation *(e.g., contact information for CCMEP implementation manager, workforce development board director)*

John Doe, Fake County Implementation Manager: Ph: XXX-XXX-XXXX; Email: johndoe@fakeaddress.com and Sue, Workforce Development Manager: Ph: XXX-XXX-XXXX; Email: sue@fakeaddress.com

APPENDIX A

A sample of available reports in BIC Cognos which are helpful for case management (in the CCMEP folder) include:

- *Activity Details* – tracks Activities that are entered on services in the CCMEP program
- *Lapsed Planned End Date Report* – a list of participants who have services with a planned end date prior to the current date
- *Service Report* – a list of all services given within a user-defined time period
- *Case Note Report* – a list of all case notes within a user-defined time period
- *Training Services Report-CCMEP* – a list of participants, seeker status, program status with services provided (including descriptions, dates, costs, outcome, etc.) within a user-defined time period
- *Youth with Contact Information by Program Type & Program Status - list of enrolled or eligible participants with contact information*

Individual Performance Measure Reports – in the “WIOA and CCMEP Performance” folder include:

- *Education, Training or Employment at Exit (for CCMEP Youth)*
- *Education, Training, or, Employment 2nd Quarter after Exit (for Youth)*
- *Education, Training, or Employment 4th Quarter after Exit (for Youth)*
- *Credential Attainment Rate*
- *CCMEP Youth Participants - list of currently enrolled participants or those who have exited within the last three months*
- *CCMEP Youth Exit Report* – list of exited participants within a user-defined time period

NOTE: The performance reports are available for individual quarters (which are not comprehensive for the program year) or for the annual program year (which is comprehensive for the program year)

For BIC Cognos user guides, report directory, training webinars, and more, please see the “Business Intelligence Channel (BIC) Cognos” section on the Training for Workforce Development Professionals website (<http://jfs.ohio.gov/owd/WorkforceProf/WFDtraining.stm>).