PY 2018 CCMEP Statistical Adjustment

THURSDAY, MAY 21ST, 2020

Agenda

- CCMEP Statistical Adjustment Model
- Regression Model Example
- Details about CCMEP Statistical Adjustment Model
- Adjustment Factor
- Demo of Statistical Adjustment Model Tool
- BIC Cognos Performance Reports
- Credential Best Practices
- Corrective Action Plans

PY 2018 CCMEP Adjustment

- Documents that were distributed:

- PY 2018 CCMEP Adjusted Annual Report
- PY 2018 CCMEP Statistical Adjustment Model Tool
- Frequently Asked Questions

Lead Agency X Adjusted Annual PY 2018 7/1/2018 - 6/30/2019	ADJUSTED CCMEP Annual Performance Report PY 2018

Performance Measures	Lead Agency Numerator	Lead Agency Denominator	Lead Agency Rate	Statewide Rate	Negotiated Lead Agency Standard	Adjusted Lead Agency Standard	Adjusted "Meets" Level	Adjusted "Exceeds" Level	Lead Agency Results *
Education, Training or Employment at Exit *Cohort Period: 4/1/2018-3/31/2019*	45	50	90.0%	54.3%	Baseline				Baseline
Education, Training or Employment 2nd Quarter after Exit *Cohort Period: 7/1/2017-6/30/2018*									Exceeds
Education, Training or Employment 4th Quarter after Exit *Cohort Period: 1/1/2017-12/31/2017*									Meets
Median Earnings 2nd Quarter after Exit *Cohort Period: 7/1/2017-6/30/2018*									Baseline
Credential Attainment *Cohort Period: 1/1/2017-12/31/2017*	5	48	10.4%	25.5%	55.0%	25.0%	20.0%	26.3%	Fails
Measurable Skill Gains † *Cohort Period: 7/1/2018-6/30/2019*	25	80	31.2%	35.0%	Baseline	Baseline	Baseline	Baseline	Baseline

PY 2018 Data did not change from Unadjusted Report

Adjusted Standard and Evaluation is new for Adjusted Report

* For information on how performance results are calculated and the definitions for the terms used, refer to page 8. For performance measures without an established standard, data will be collected to establish a baseline and performance will be evaluated against a standard beginning in a future program year.

† The Measurable Skill Gains rate represents 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. IMPORTANT NOTE: participants in this measure have until the end of the program year (i.e., June 30, 2018) to show a skill gain.

DRAFT

Program Participants	Count	Percentage
Total Participants Served	250	
Total Participants Exited *Cohort Period: 4/1/2018-3/31/2019*	85	
Excluded from Performance Measures	1	0

Program Funding	Count	Percentage
TANF Funded Participants	167	66.8%
WIOA Funded Participants	19	7.6%
TANF and WIOA Co-Funded Participants	5	2.0%

CCMEP Statistical Adjustment Model

WHAT, WHEN, WHY, ETC.

Statistical Adjustment Model

- Department of Labor methodology
  - A statistical test called a Multiple Linear Regression Model with Fixed Effects
  - To predict and adjust performance outcomes for each performance measure

- Requirement in the WIOA Act (section 116)

- Ohio is replicating DOL's model and applying it to the WIOA Local Workforce Areas and CCMEP Lead Agencies (Texas is doing the same)

How is CCMEP Evaluated?

<u>Hypothetical Example</u> for CCMEP Edu/Train/Emp 2nd Quarter After Exit

- Historical data (PY16 and Prior):
- Majority of participants served had few barriers (TANF, basic skills deficient, etc.)
- **Rate is often 65-72%**

At Negotiation for PY18/PY19

Performance standard:

70%

Program Change!

- Recent data (PY18/PY19):
- Large proportion of participants served were **High School Dropouts** and **Homeless**
- **Rate is now 50%**

Is it fair to keep the standard at 70%?

Was the program successful at 50%?

Goal of the Statistical Adjustment Model

- **<u>Adjust performance goals</u>** to account for any change in:

- Characteristics of Participants
  - **Demographics**
  - **Barriers to Employment**

And/or

- Economic Conditions
  - **Percentage of Employment in Specific Industries**
  - **Unemployment Rate**

- The model objectively quantifies how, and to what extent, each of these variables affect levels of performance—i.e., actual outcomes (e.g., Homeless, HS Dropout, etc.)

Goal of the Statistical Adjustment Model

- The goal of the statistical approach is to account for these factors, and separate them from those factors that **program administrators are able to control**

- Aims for fair program evaluation by accounting for the actual conditions

- For example, compared to the economic conditions and participant cohort evaluated in PY16, was it more or less challenging for the Lead Agencies to achieve successful outcomes for the cohort evaluated in PY18?

Performance Evaluation

US Dept of Labor → Negotiates with and then Evaluates → **State of Ohio**

- WIOA Titles I and III
- Average Indicator of Performance
- Important to work with our Partners

Performance Evaluation

State of Ohio

Negotiates with and then Evaluates

20 WIOA Local Areas

Also in report for information purposes:
- Statewide
- By WIOA Office

85 CCMEP Lead Agencies

Also in report for information purposes:
- Statewide
- By WIOA Local Area

When is the Model Used?

Used for Negotiations → 2 or 3 Program Years → **Used for Adjustment**

One of the factors used in negotiated levels of performance for predicting outcomes with past data

Applied at the end of the program year to the negotiated level to adjust for any change

The change between these two is the most important!

Regression Example

Statistical Adjustment Model

- **Multiple Linear Regression**
- **One outcome** variable (number)
- **More than one predictor** variable
  - Each predictor variable has a coefficient attached to it which represents the measurable relationship between the predictor variable and the outcome variable

Regression Example

Let's say we measured a sample of 500 people for height, sex, age, and weight and calculated a multiple linear regression model:

Height

*predictor variable

*measured on an interval scale in inches

Sex

*predictor variable

*measured as a binary variable where
0 = male and
1 = female

Age

*predictor variable

* measured on an interval scale in years

Weight

*outcome variable

*measured on an interval scale in pounds

Regression Example

If we knew a person's height, sex, and age, could we predict their weight (in pounds)?

Yes! Using a multiple linear regression model:

(Weight) = -74.7 + 3.2 (Height) + -34.0 (Sex) + 1.4 (Age)

Regression Example

If we knew a person's height, sex, and age, could we predict their weight (in pounds)?

(Weight) = -74.7 + 3.2 (Height) + -34.0 (Sex) + 1.4 (Age)

- Outcome Variable = Weight
- Predictor Variables = Height, Sex, Age
- Coefficient = Measurable relationship between Predictor Variable and Outcome Variable
- Y-intercept = Outcome when all variables are 0 (no meaning!)

Regression Example

What would the predicted weight be for a male who is 72 inches tall and 23 years old?

(Weight) = -74.7 + 3.2 (Height = 72) + -34.0 (Sex = 0) + 1.4 (Age = 23)

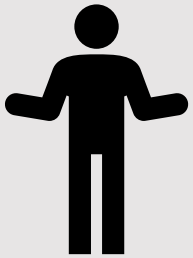
(Weight) **= 187.9 pounds**

Regression Example

What would the predicted weight be for a male who is 72 inches tall and **<u>23 years old</u>**?

(Weight) = -74.7 + 3.2 (Height = 72) + -34.0 (Sex = 0) + 1.4 (Age = 23)

(Weight) = **187.9 pounds**



What would the predicted weight be for a male who is 72 inches tall and **<u>24 years old</u>**?

(Weight) = -74.7 + 3.2 (Height = 72) + -34.0 (Sex = 0) + 1.4 (Age = 24)

(Weight) = **189.3 pounds**

Regression Example

Change of 1 (year = in one variable)

189.3 pounds - 187.9 pounds = 1.4 pounds

(Weight) = -74.7 + 3.2 (Height) + -34.0 (Sex) + 1.4 (Age)

For every 1 year increase in age, weight will increase 1.4 pounds, holding height and sex constant.

The coefficient or measurable relationship between Weight and Age is 1.4 (pounds).

Details of CCMEP Statistical Adjustment Model

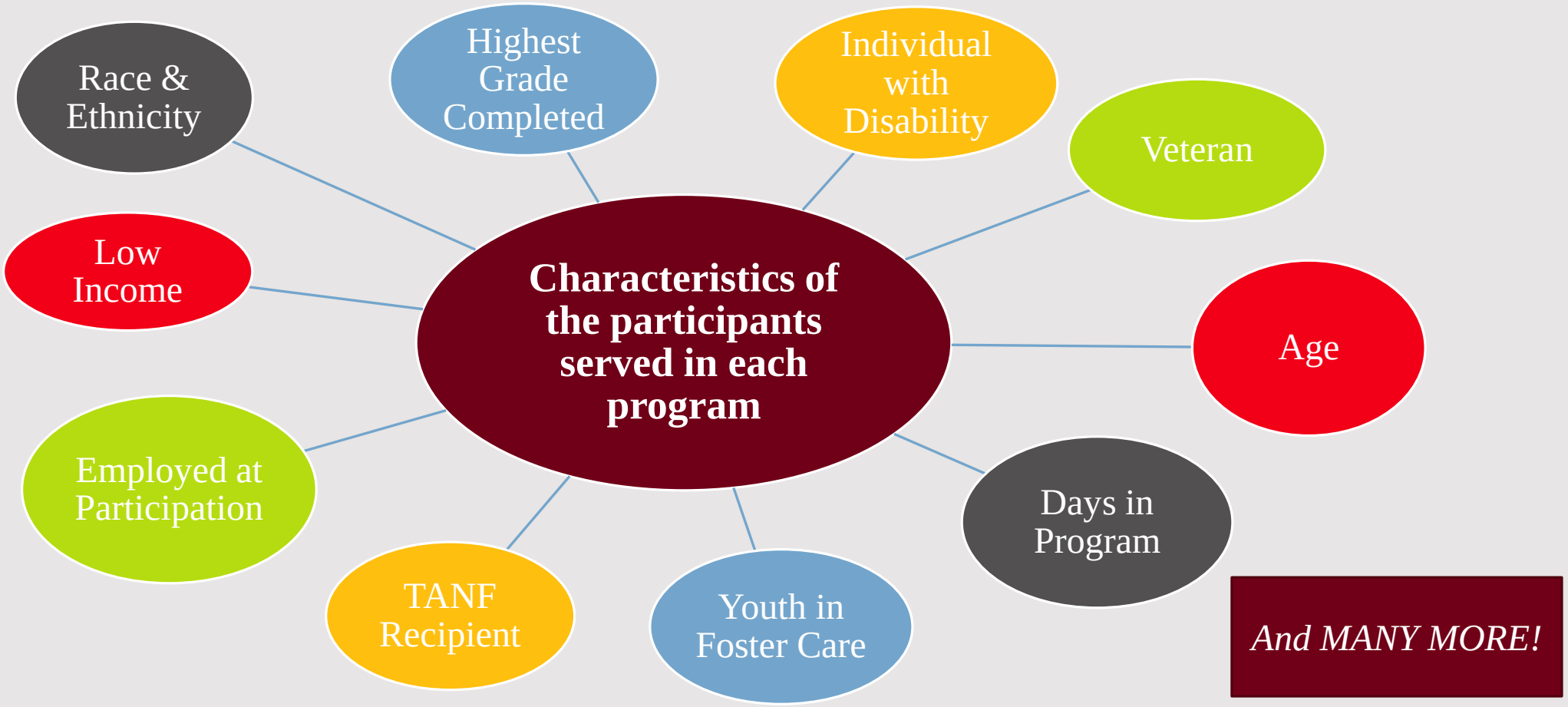
Outcome Variable for each Model

Education, Training, or Employment 2nd Quarter After Exit

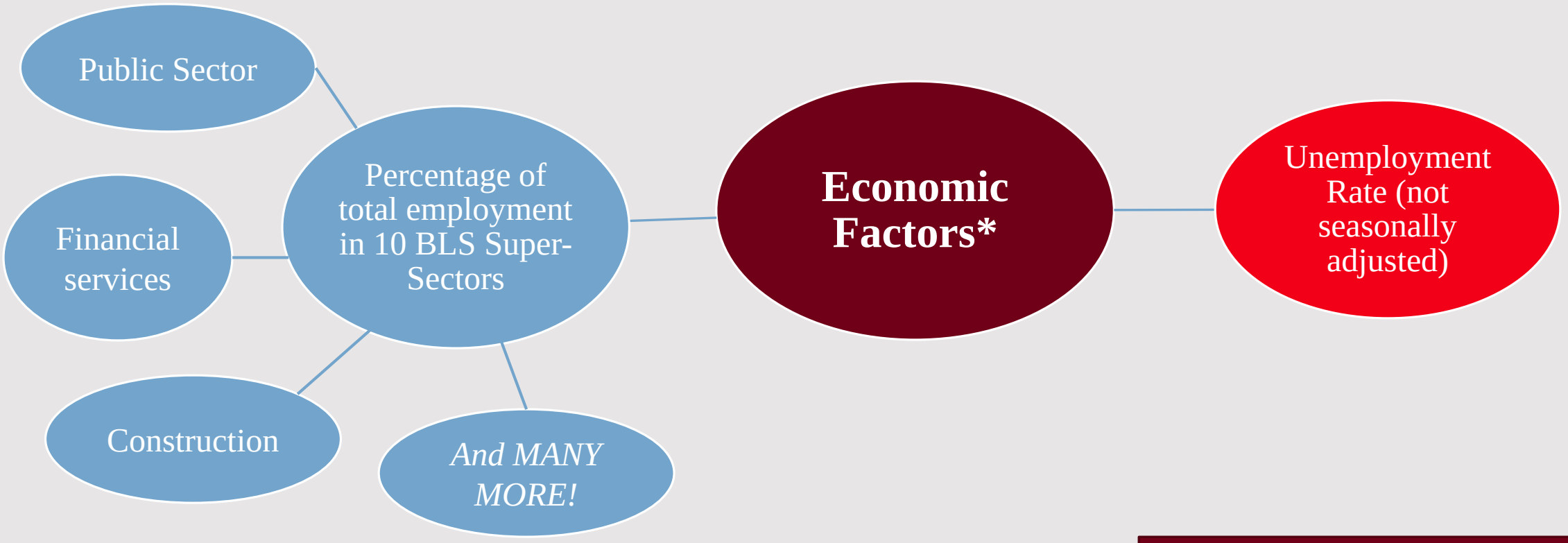
Education, Training, or Employment 4th Quarter After Exit

Credential Attainment Rate

Predictor Variables in Model (1/2)



Predictor Variables in Model (2/2)



*in the local workforce area

Number of Predictor Variables in Model

- Youth model for each measure = **54 variables**
  - 43 Participant Characteristics and 11 Economic Factors

Coefficients

- Coefficient = Measurable relationship between Predictor Variable and Outcome Variable
- All coefficients are derived from DOL
- Coefficients are different for every model

CCMEP Data Considerations

- CCMEP data by Lead Agency was often too small to apply the statistical adjustment model reliably at the individual Lead Agency Level
  - Issues of large adjustments and unrealistic goals

CCMEP Data Considerations

- Data for CCMEP participant characteristics and county economic factors was summed to the WIOA Workforce Area level and used in the statistical adjustment model to calculate the adjustment factor
  - Data presented in the tool is summed to the WIOA Workforce Area Level
- Therefore each lead agency in a WIOA area has the same adjustment factor

Adjustment Factor

Adjustment Factor

- The **Adjustment Factor** is the difference between the **Baseline Model Outcome (PY 2016)** and the **Actual Model Outcome (PY 2018)**

CCMEP Program Year Performance Data	PY16	PY18	Adjustment Factor
Exiter Cohort (From)	2015Q1	2017Q1	-12.54%
Exiter Cohort (To)	2015Q4	2017Q4	
Numerator	2,385	6,337	
Denominator	3,434	8,473	
Lead Agency Performance Rate	**69.45%**	**74.80%**	
Model Predicted Outcome	70.36%	57.83%	

Adjustment Factor

- The **Adjustment Factor** will be added to the **Negotiated Standard** to create the new **Adjusted Standard** for each performance measure

PY 2018 Adjusted Performance Summary							
Measure	PY18 Negotiated Standard	PY18 Lead Agency Rate	Adjustment Factor	Adjusted Area Standard	PY18 Adjusted "Meets" Level	PY18 Adjusted "Exceeds" Level	PY18 Lead Agency Results
Youth Employed/Enrolled Q2	67.00%	74.80%	-12.54%	54.46%	43.57%	57.19%	Exceeds
Youth Employed/Enrolled Q4	65.00%	75.14%	-12.58%	52.42%	41.94%	55.04%	Exceeds
Youth Credential	55.00%	27.29%	-20.90%	34.10%	27.28%	35.80%	Meets

Adjustment Factor

- The **Adjusted Standard** is compared to the Lead Agency Rate (actual outcome) and this is how the state officially determines if a Lead Agency meets, exceeds, or fails a performance measure
  - Exceeds: rate is in excess of 105 percent of the performance standard
  - Meets: rate falls in the range of 80 to 105 percent of the adjusted standard for the measure
  - Fails: rate less than 80 percent of the adjusted standard

PY 2018 Adjusted Performance Summary							
Measure	PY18 Negotiated Standard	PY18 Lead Agency Rate	Adjustment Factor	Adjusted Area Standard	PY18 Adjusted "Meets" Level	PY18 Adjusted "Exceeds" Level	PY18 Lead Agency Results
Youth Employed/Enrolled Q2	67.00%	74.80%	-12.54%	54.46%	43.57%	57.19%	Exceeds
Youth Employed/Enrolled Q4	65.00%	75.14%	-12.58%	52.42%	41.94%	55.04%	Exceeds
Youth Credential	55.00%	27.29%	-20.90%	34.10%	27.28%	35.80%	Meets

Adjustment Factor Example

Predictor Variable: TANF and its Coefficient: -0.0407

Negotiation/Baseline	Adjustment
Using Program Year 2016 data to predict **0% TANF participants** 0% * -0.0407 = **0% (No Effect!)**	*Using Program Year 2018 data as actual* **15% TANF participants** 15% * -0.0407 = **-0.61%**

Adjustment Factor Example

Predictor Variable: TANF and its Coefficient: -0.0407

Negotiation/Baseline	Adjustment
Using Program Year 2016 data to predict	*Using Program Year 2018 data as actual*
0% TANF participants	15% TANF participants
0% (No Effect!)	**-0.61% (Model decreases by 0.61%)**
Model outcome: 70%	**Model outcome: 69.4%**

- Examples of how to apply the Adjustment Factor to the Negotiated Standard to get the Adjusted Standard…

PY 2018 Adjustment Example 1

Negotiated Standard: 70%

Youth Edu/Train/Emp 2nd Quarter After Exit

Negotiation/Baseline

Using Program Year 2016 data to predict

Model outcome: 65%

Adjustment

Using Program Year 2018 data as actual

Model outcome: 67%

67% (Actual) – 65% (Baseline) = 2%

Adjustment Factor: 2%

PY 2018 Adjustment Example 1

Youth Edu/Train/Emp 2nd Quarter After Exit

Negotiated Standard: 70%

+

Adjustment Factor: 2%

=

Adjusted Standard: 72%

Compare Adjusted Standard to Actual Lead Agency Rate to determine if successfully performed

PY 2018 Adjustment Example 2

Negotiated Standard: 51%

Youth Credential Attainment Rate

Negotiation/Baseline

Using Program Year 2016 data to predict

Model outcome: 55%

Adjustment

Using Program Year 2018 data as actual

Model outcome: 47%

47% (Actual) – 55% (Baseline) = -8%

Adjustment Factor: -8%

PY 2018 Adjustment Example 2

Youth Credential Attainment Rate

Negotiated Standard: 51%

+

Adjustment Factor: -8%

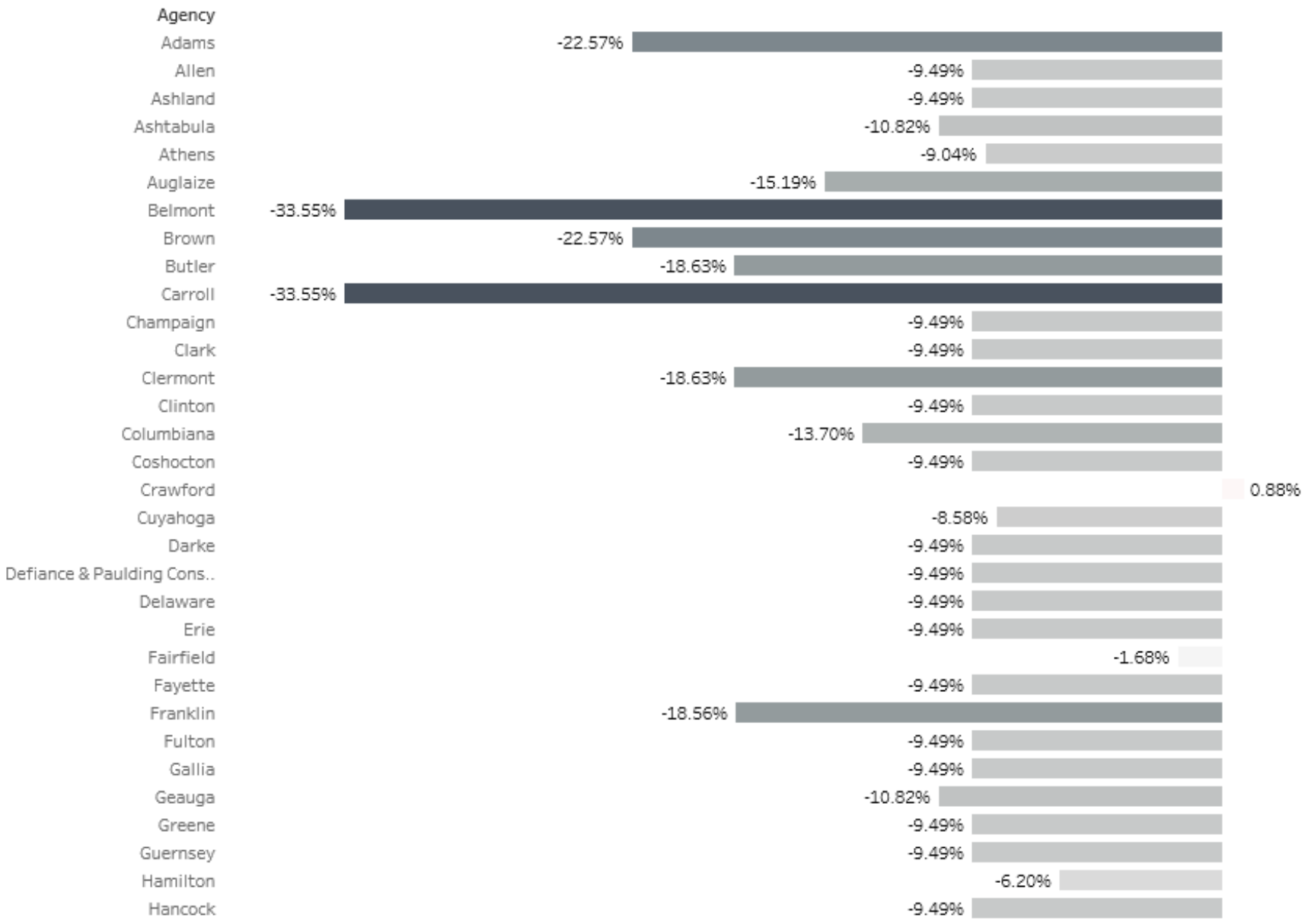
=

Adjusted Standard: 43%

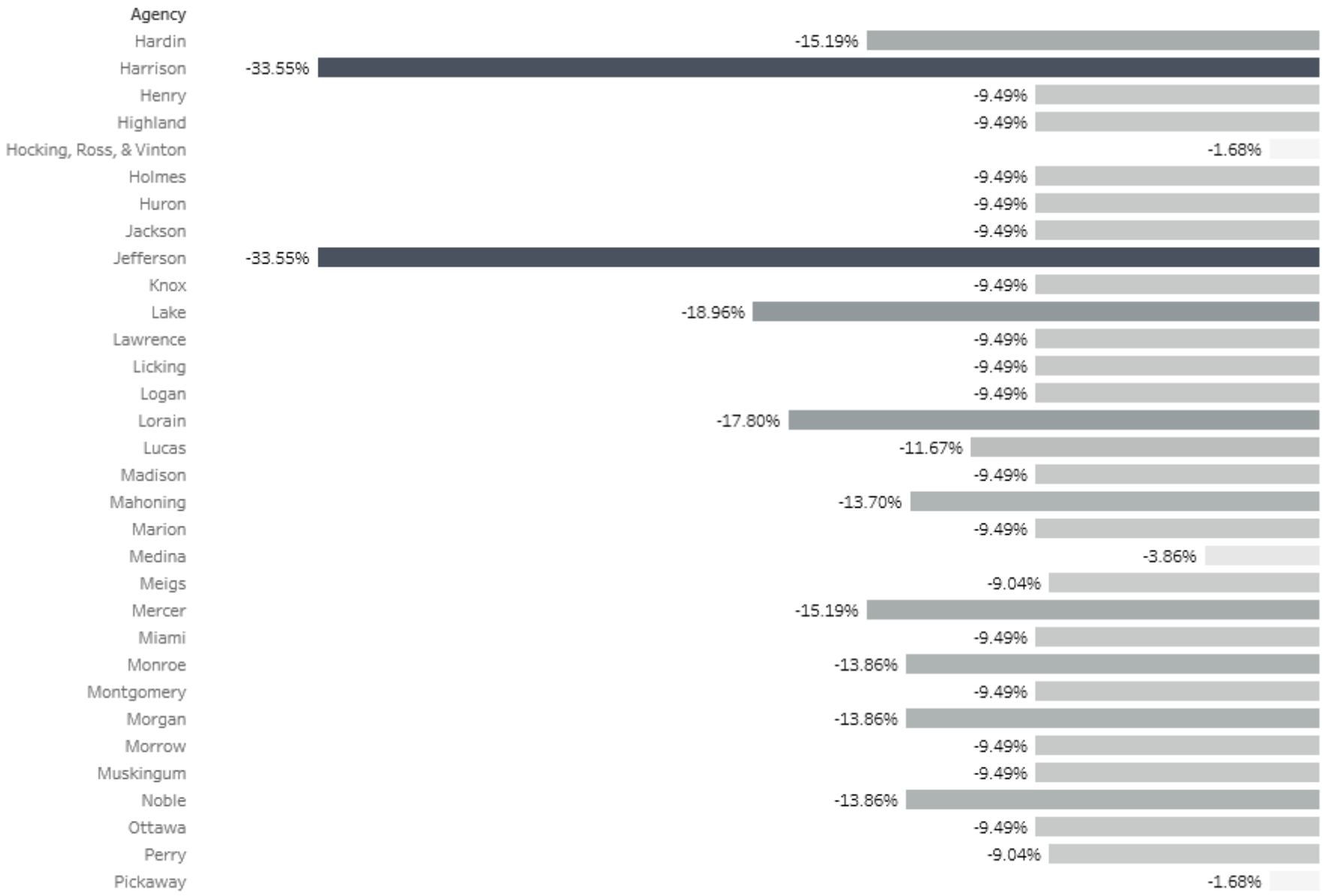
Compare Adjusted Standard to Actual Lead Agency Rate to determine if successfully performed

Adjustment Factors Across Lead Agencies

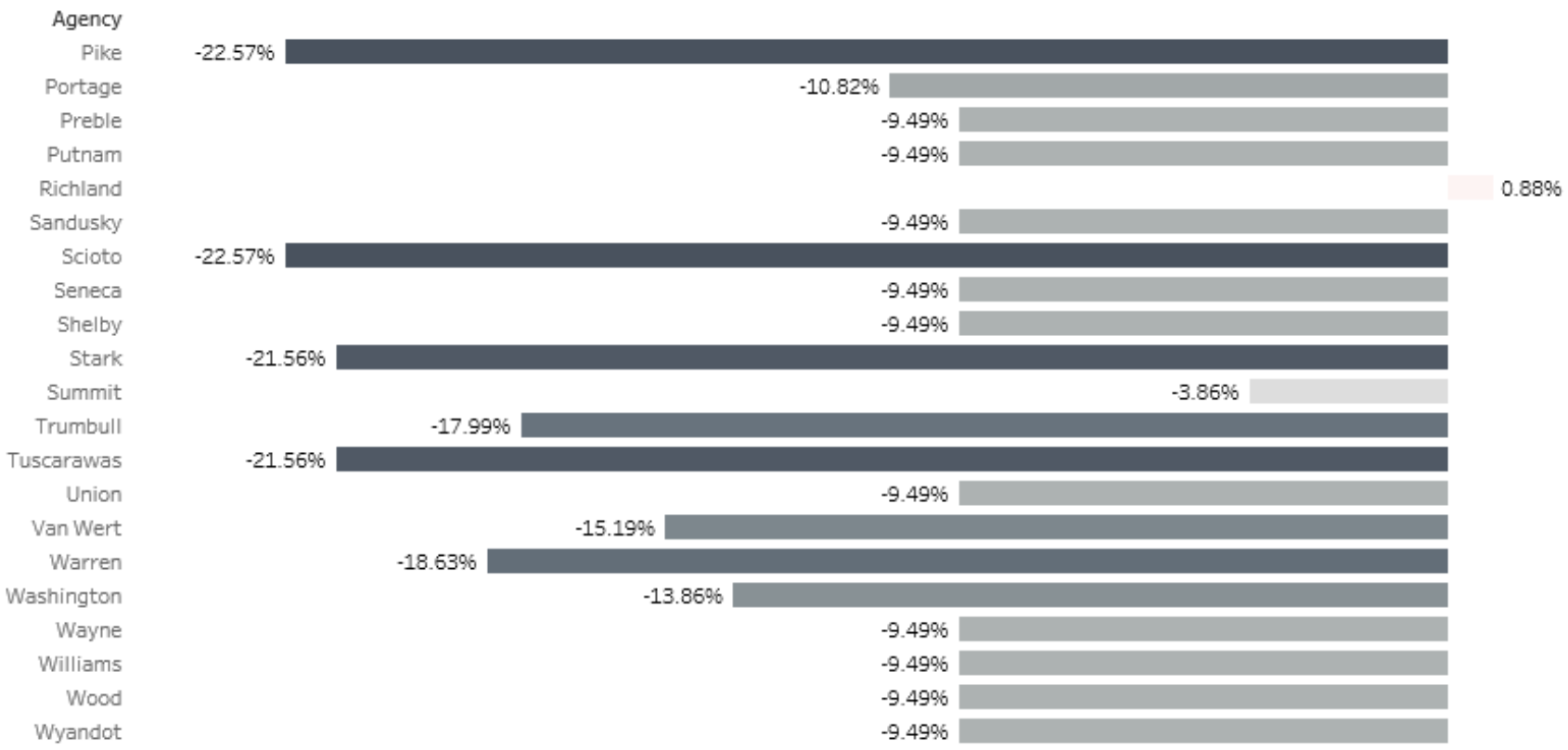
Lead Agency Adjustment Factor:
Youth Employed or Placed in Education 2nd Quarter After Exit



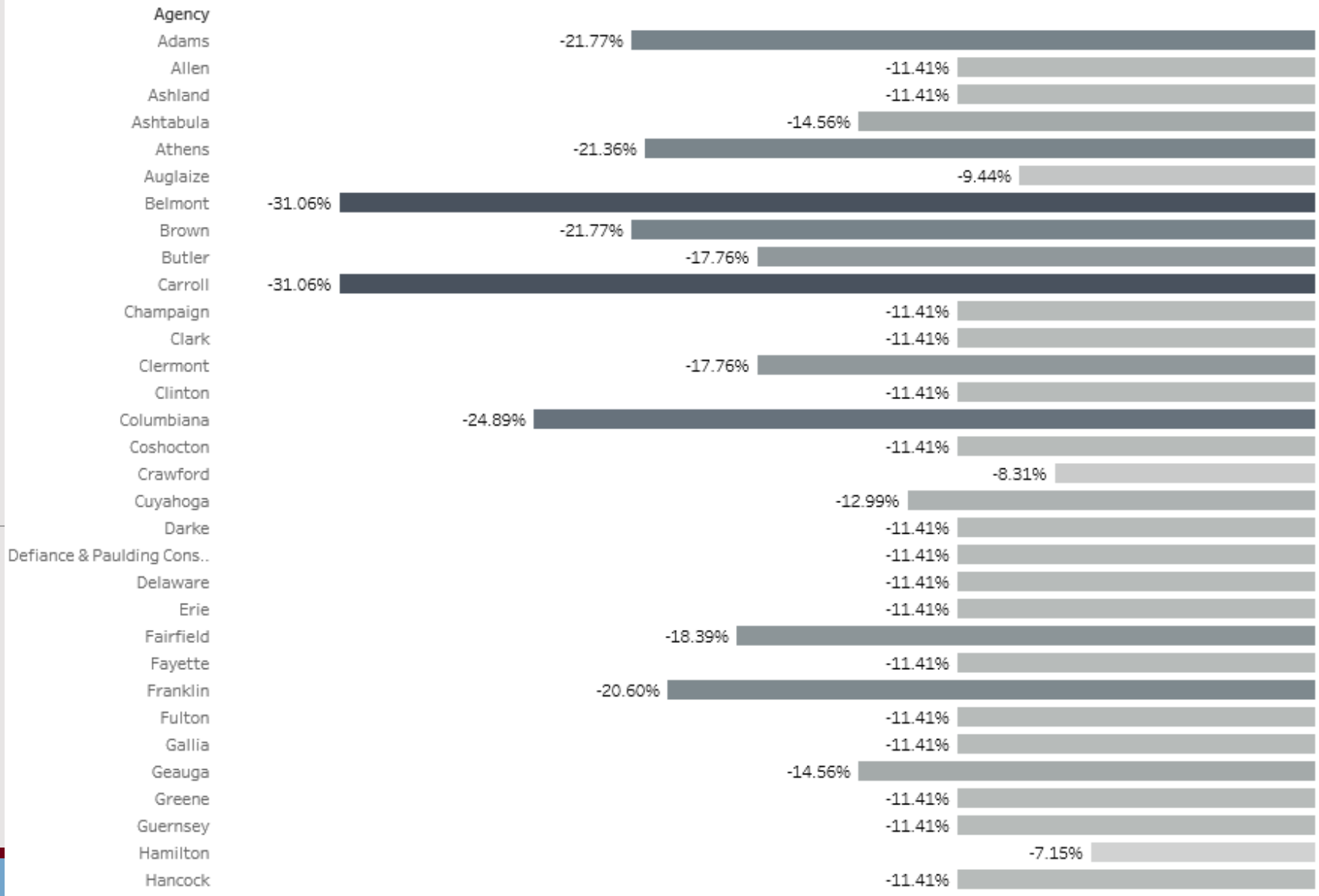
Lead Agency Adjustment Factor:
Youth Employed or Placed in Education 2nd Quarter After Exit



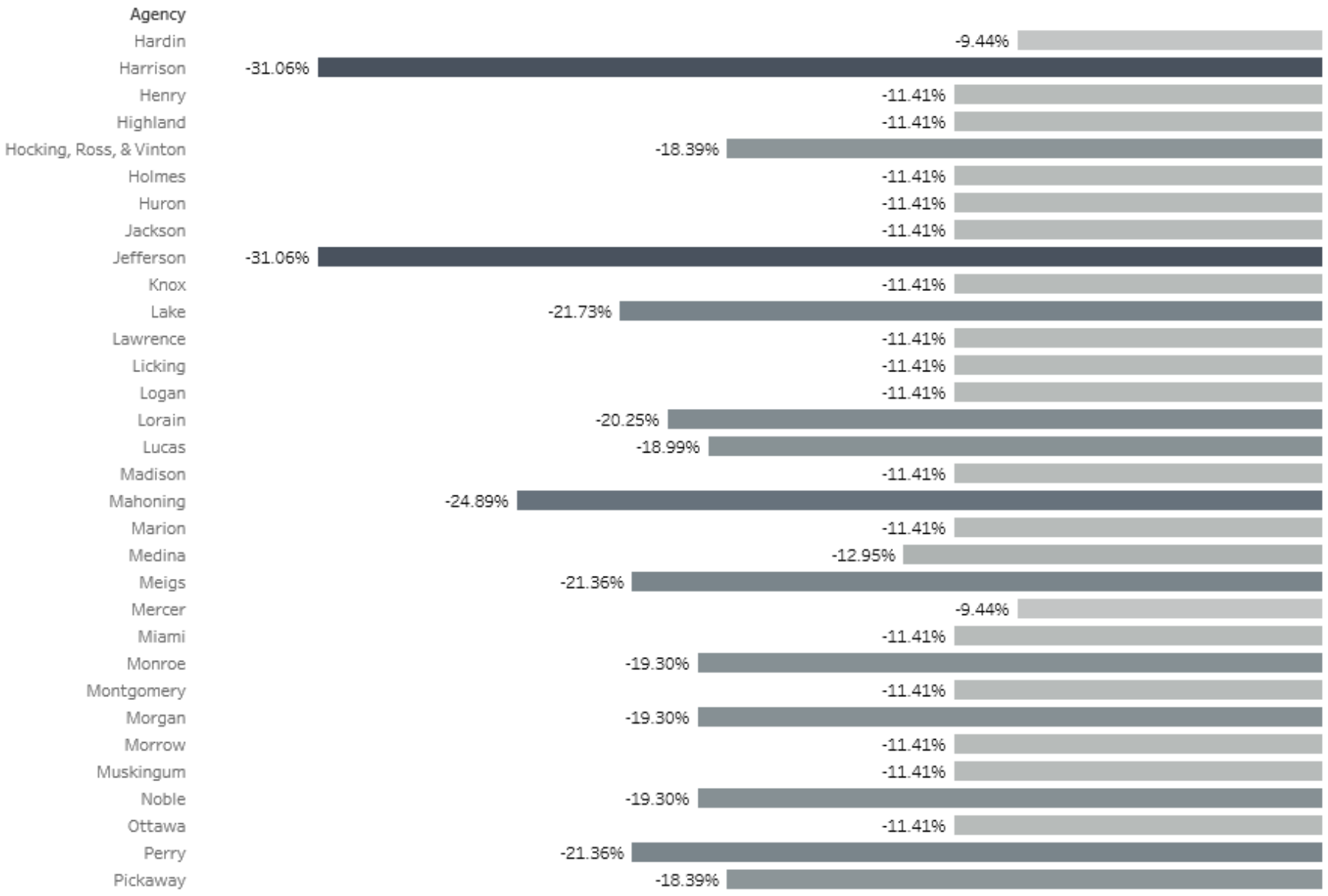
Lead Agency Adjustment Factor:
Youth Employed or Placed in Education 2nd Quarter After Exit



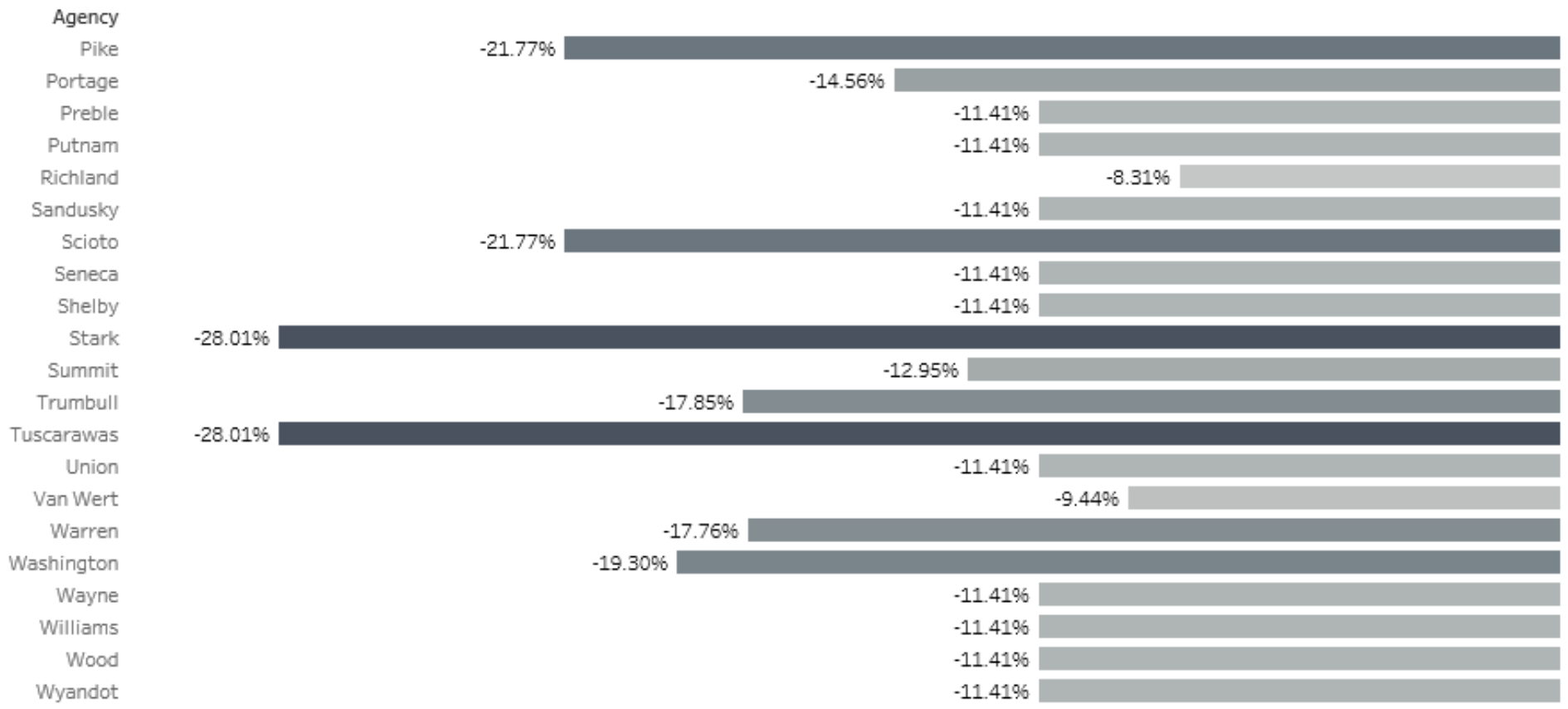
Lead Agency Adjustment Factor:
Youth Employed or Placed in Education 4th Quarter After Exit



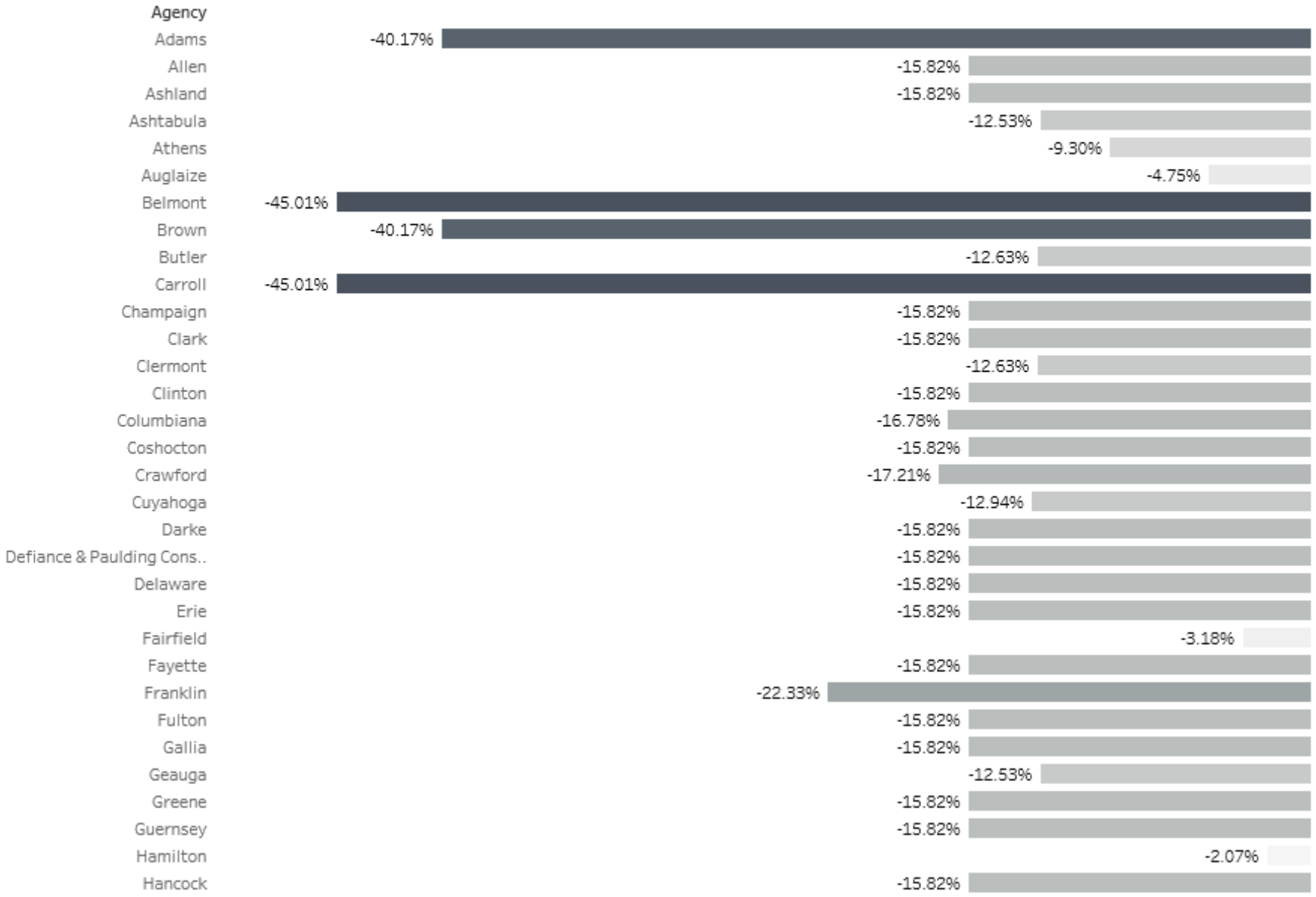
Lead Agency Adjustment Factor:
Youth Employed or Placed in Education 4th Quarter After Exit



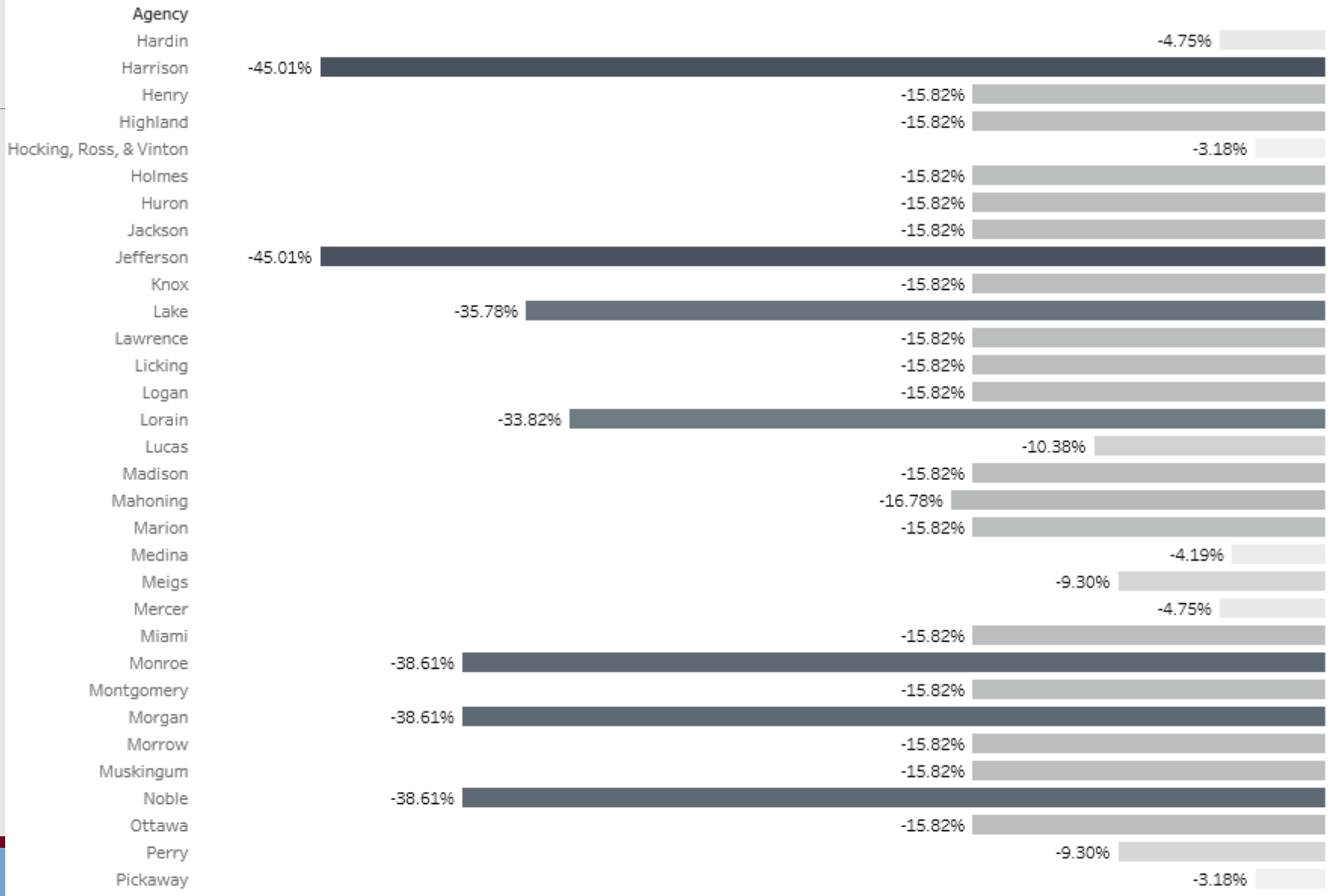
Lead Agency Adjustment Factor:
Youth Employed or Placed in Education 4th Quarter After Exit



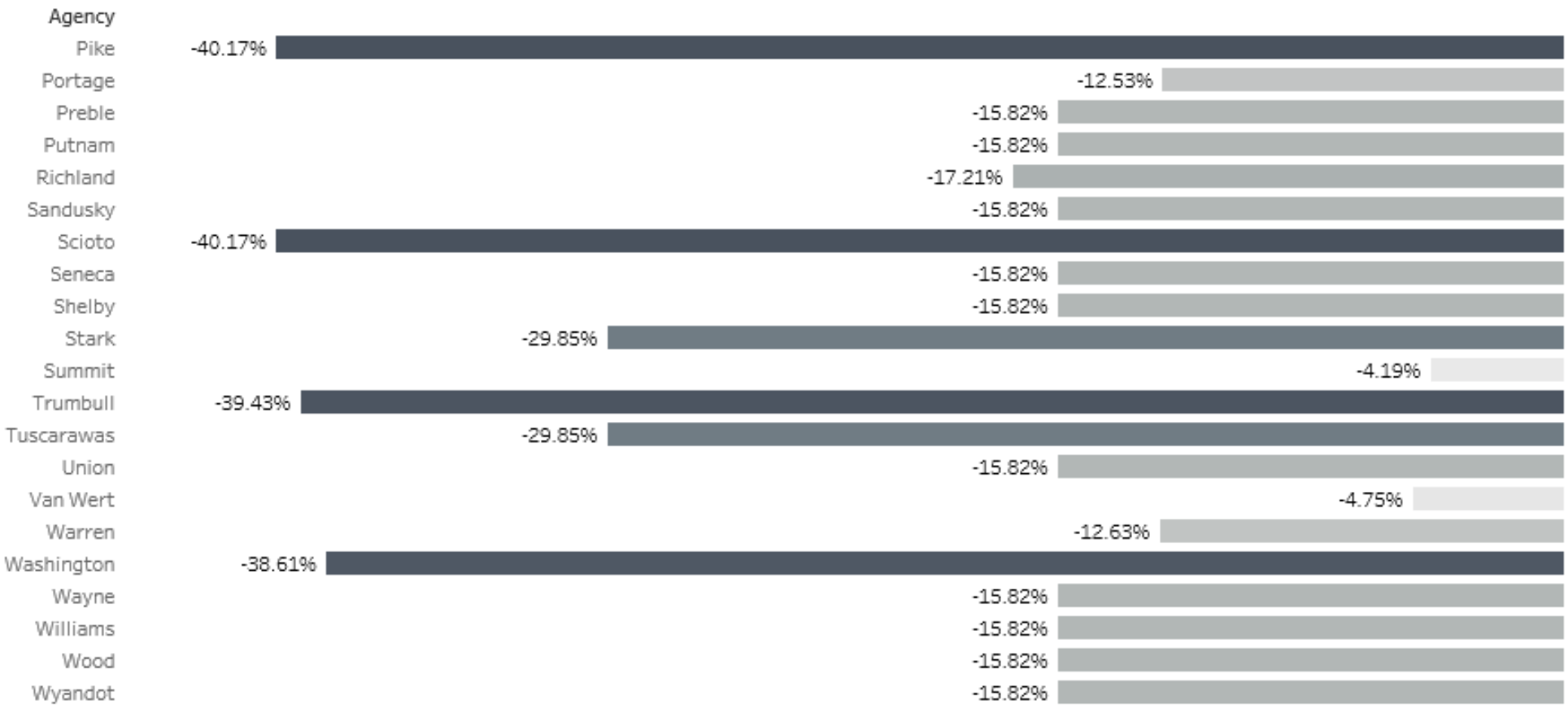
Lead Agency Adjustment Factor: Youth Credential Attainment



Lead Agency Adjustment Factor: Youth Credential Attainment



Lead Agency Adjustment Factor: Youth Credential Attainment



DOL Resources about Statistical Adjustment Model

- Executive Summary of the Statistical Adjustment Model
  - https://wdr.doleta.gov/directives/attach/TEGL/TEGL_26-15-Attachment-II_Acc.pdf
- WIOA Negotiations Website contains DOL model for Ohio
  - https://www.doleta.gov/performance/guidance/negotiating.cfm
  - WIOA Performance Negotiation Tool (Excel document)
  - Statistical Adjustment Model Summary (Word document)

Demo of Statistical Adjustment Tool

BIC Cognos Performance Reports

Poll Questions

Resources

Under the Business Intelligence Channel (BIC) Cognos section on the 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

JOB SERVICES UNEMPLOYMENT MEDICAID FOOD ASSISTANCE CASH ASSISTANCE CHILD SUPPORT PROTECTIVE SERVICES FOSTER CARE & ADOPTION CHILD CARE

A-Z Index of Services: A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Job & Family Services Office of Workforce Development

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Training for Workforce Development Professionals
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In order to best protect confidential and other important data, the ODJFS website will no longer support several outdated web browsers. Effective December 5, Internet Explorer 6 or older, Opera 4 or older and Netscape Navigator will no longer work on ODJFS sites that are https-enabled. Individuals can download the most recent version of Internet Explorer here and the most recent version of Opera here.

Training for Workforce Development Professionals

The Office of Workforce Development provides technical assistance and training through two units specializing in different areas:

Our Training Officers are stationed throughout Ohio and train *internal state merit staff* delivering reemployment services and programs. Our Employment Service Coordinators, located in our Training and Technical Assistance unit, provide training and technical assistance to all *external partners* delivering the Workforce Innovation and Opportunity Act (WIOA) program. You can email them directly at WIOAQNA@jfs.ohio.gov.

If you are a job seeker or employer, please contact your closest OhioMeansJobs Center for services.

OWD Training Calendar *Please check back frequently for updates.*

Finance

CFIS CLT - County Finance Information System - Client Level Tracking was launched June 2016 to link workforce services in the case management system to expenditures in the financial system. *(Posted Sept. 1, 2016).*

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)*

Case Notes Guidelines in OWCMS*(Running Time 24:00. Posted 10/29/2018)*. The importance of adding case notes while learning the requirements and techniques of a new writing style called the 5 STAR method.

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.

The OhioMeansJobs Customer Flow 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.

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

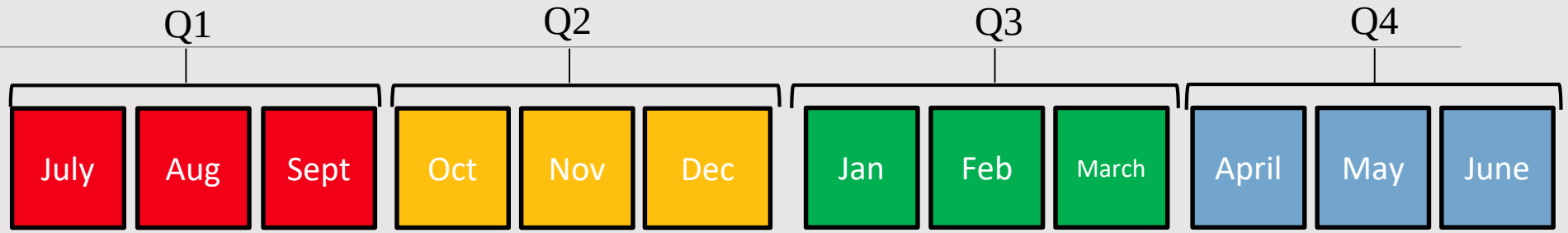
- Data from OWCMS from prior day
- ***ESTIMATES only***
- For data management purposes
- Quarterly reports are **<u>not</u>** cumulative; Annual report is cumulative for Program Year
- A couple limitations due to the query design in BIC Cognos

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

All performance measures will be evaluated quarterly



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 2019 Q1 – 9/30/2019
- End of PY 2019 Q2 – 12/31/2019
- End of PY 2019 Q3 – 3/31/2020
- End of PY 2019 Q4 – 6/30/2020
- Annual data deadline – TBA

AND/OR run the Annual report to examine the full cohort which will be evaluated in PY 2019

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)

CCMEP Youth Education or Training 4th Quarter after Exit

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) — Single Quarter
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) — Annual = Cumulative PY

Finish Cancel

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

Ohio | Department of Job and Family Services

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	SCHRUTE	DWIGHT	X	X-0-1 OhioMeansJobs XXXX County	SCOTT, MICHAEL	20131203	20180330	POSITIVE
XXXXXXX	BEESLEY	PAM	X	X-0-1 OhioMeansJobs XXXX County	SCOTT, MICHAEL	20161012	20180330	NEGATIVE
XXXXXXX	MARTIN	ANGELA	X	X-0-1 OhioMeansJobs XXXX County	SCOTT, MICHAEL	20170103	20181027	NEGATIVE
XXXXXXX	HALPERT	JIM	X	X-0-1 OhioMeansJobs XXXX County	LEVINSON, JAN	20161229	20180629	NEGATIVE
XXXXXXX	BERNARD	ANDY	X	X-0-1 OhioMeansJobs XXXX County	LEVINSON, JAN	20170203	20180130	NEGATIVE
XXXXXXX	BRATTON	CREED	X	X-0-1 OhioMeansJobs XXXX County	LEVINSON, JAN	20170303	20181119	NEGATIVE
XXXXXXX	HANNON	ERIN	X	X-0-1 OhioMeansJobs XXXX County	LEVINSON, JAN	20170428	20180629	POSITIVE
XXXXXXX	HUDSON	STANLEY	X	X-0-1 OhioMeansJobs XXXX County	SCOTT, MICHAEL	20170504	20180629	POSITIVE
XXXXXXX	MALONE	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:

http://jfs.ohio.gov/owd/WIOA/Performance/CCMEP-Desk-Aide.stm

- Reach out for technical assistance if needed

CCMEP Program Performance: Next Steps Forward

GERRIE COTTER, CCMEP PROJECT MANAGER

THERESA GROTH-JOYNT, CCMEP PROGRAM ADMINISTRATOR

Quality Case Management is the Key

- Remember that quality case management, including consistent follow up, are the key to positive outcomes for participants and better performance measure results for counties/areas
- Sell benefits of program to increase and protect motivation
- Sell follow up upfront and actively provide job retention and career growth support during follow up

Quality Case Management is the Key

- Streamline enrollment process whenever possible
  - Prioritize or lead with participant needs and motivations over paperwork and compliance. Space out compliance tasks.
- Engage with participants consistently and positively
  - See engagement training
  - Tap into internal motivations
  - Use incentives, etc.

TRAINING

CCMEP Services Matrix (02/13/2017)

Training Calendar

Virtual Training

CCMEP Overview, Program Services/Services Matrix, Case Management, Follow-Up, Monitoring - Virtual Training handout - Training (April 2020)

Youth Engagement Series (May 2020)

1. Building a Motivational Orientation for CCMEP (handout) - webinar
2. Making Work Pay (handout) - webinar
3. Engagement and Re-Engagement (handout) - webinar
4. Post Placement, Retention and Career Growth (handout) - webinar

Fundamentals of the CCMEP Program

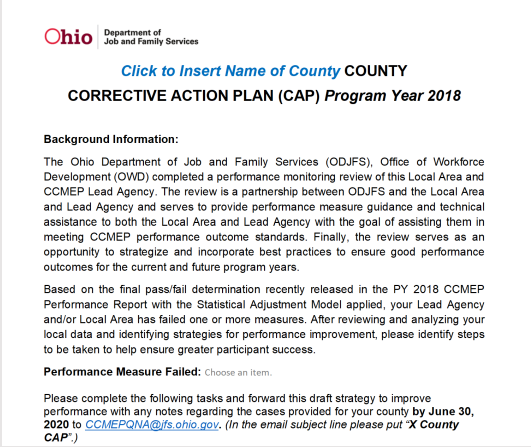
Module 1 - Funding Services (*forthcoming*)

Module 2 - Program Eligibility Requirements

Module 3 - Eligibility Determination (*forthcoming*)

Next Steps Forward

- Review Adjusted Annual PY 18 Performance Report
  - Outcome of each performance metric?
    - Review your data to see how you can serve participants more effectively
    - Serving participants more effectively will improve local performance measure results
  - If you failed a measure, you will need to draft a corrective action plan (CAP) so please stay through the entire webinar.
    - Employment/Education 2nd Quarter after Exit
    - Employment/Education 4th Quarter after Exit
    - Credential Attainment
    - Next biennium MSG will no longer be in baseline
    - We will review CAPs and the example CAP during the end of the webinar



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.

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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")***

Next Steps Forward

- Understand Timing of cohorts
  - PY 18 has passed – what can I do?
    - Examine PY 18 data and learn from it
  - PY 19 in currently – what can I do?
    - PY19 data monitoring and clean-up
    - Check and enter any missing data for all performance measures
  - PY 20 in future – what can I do?
    - PY 20 data monitoring and clean up
    - Some participants have been exited already (for credential)
  - Everyone should review the example CAP regardless of whether passed credential measure

Entering Data Timeline

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

- End of PY 2019 Q1 – 9/30/2019
- End of PY 2019 Q2 – 12/31/2019
- End of PY 2019 Q3 – 3/31/2020
- End of PY 2019 Q4 – 6/30/2020

- All quarterly reports are informational and data can be updated until the annual report deadline

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

Employment 4th Quarter After Exit	2017	2017	2017	2017	2018	2018	2018	2018	2019	2019	2
Education, Training or Employment At Exit	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2019	Jul-Sep 2019	Oct-Dec 2019	Jan-Mar 2020	Apr-Jun 2020	Jul-Sep 2020	Oc 2
Education, Training or Employment 2nd Quarter After Exit	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018	Apr-Jun 2018							
Education, Training or Employment 4th Quarter After Exit	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017							
Median Earnings 2nd Quarter After Exit	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018	Apr-Jun 2018							
Credential Attainment Rate	Jan- Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017							
Measurable Skill Gains	Jul-Sep 2018	Oct-Dec 2018	Jan- Mar 2019	Apr-Jun 2019							
Effectiveness in Serving Employers: Retention	Jan-Mar 2017	Apr-Jun 2017	Jul-Sep 2017	Oct-Dec 2017	Jan-Mar 2018	Apr-Jun 2018	Jul-Sep 2018	Oct-Dec 2018	Jan-Mar 2019	Apr-Jun 2019	Ju 2

2nd Q after Exit: July 2017 – June 2018

4th Q after Exit: Jan 2017 – Dec 2017

Earnings: July 2017 – June 2018

Credential: Jan 2017 – Dec 2017

MSG: July 2018 – June 2019

Timing of Attaining Credential

PY 2018 Data

Of those who received their credential...

- 76% received the credential during participation or on the same day as exit date
- Only 24% received the credential after exit

Best Practices Moving Forward

- Quality case management and engagement
  - Case reviews
- Sell follow up services at enrollment
- Serve a higher ratio of out-of-school youth
  - Outreach to Out-of-school youth
  - WIOA Youth requirement
  - TANF eligibility

Best Practices Moving Forward

- 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 information with your county

Best Practices Moving Forward

- 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 Moving Forward

- Provide more supports for single parents working towards a credential
- Provide immediate supports for OWF work eligibles entering CCMEP already enrolled in a postsecondary program
  - Assess any needs like transportation, computer equipment, stable child care
  - Check to see if program is what they thought it would be and if it's not, help them work towards another credential that fits their needs and desires better

Best Practices Moving Forward

- Set participants up for long term success
  - Plan to have stable transportation long term even 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 them move closer to work
  - Help them build a support network (i.e., adult mentors, healthy relationships, etc.)
  - Help them learn to reduce and cope with stress
  - Help them develop soft skills
  - Help them set and achieve goals

Best Practices Moving Forward

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 Moving Forward

- Proper case management
  - Case reviews
- 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?

PY 2018 CAP

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).

Best Practices: Credential Attainment

- Enroll more out of school youth

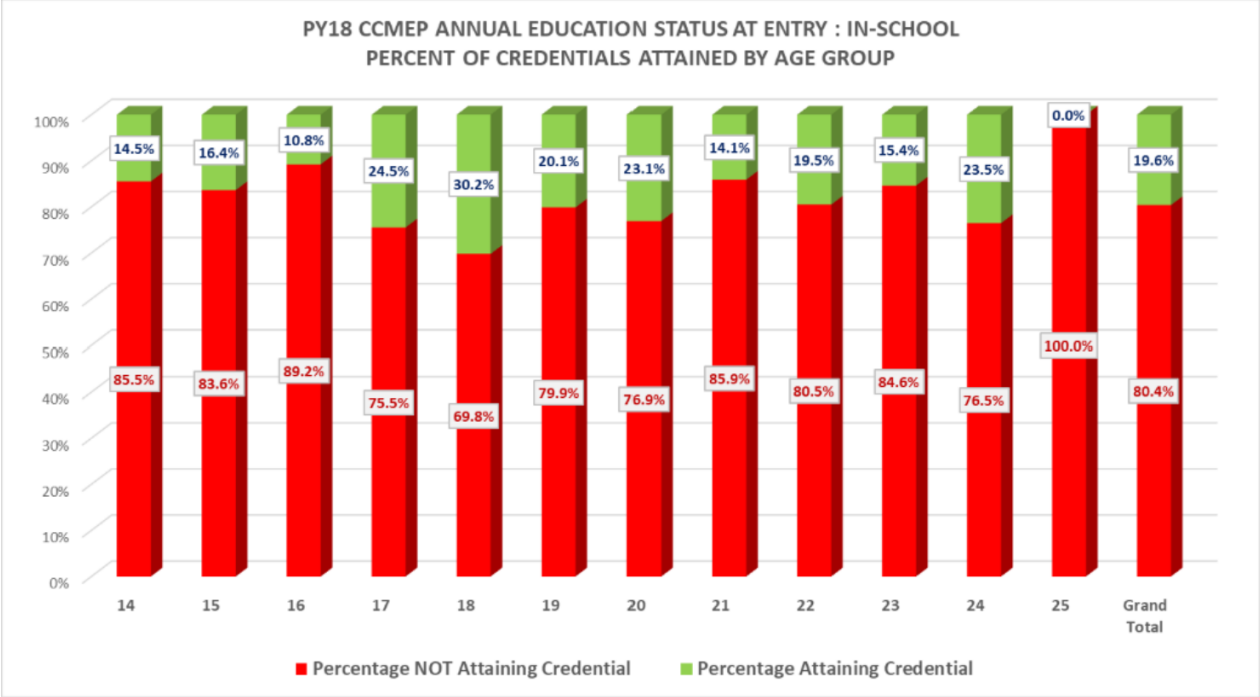
PY18 Annual Data			
School Status at Program Entry	Numerator	Denominator	Rate
In-School	718	2,943	24.4%
Out-of-School	620	1,242	49.9%

  - *Data supports this – more likely to earn a credential if you are not in education at enrollment*
  - Older, presumably out-of-school youth, have higher success rates

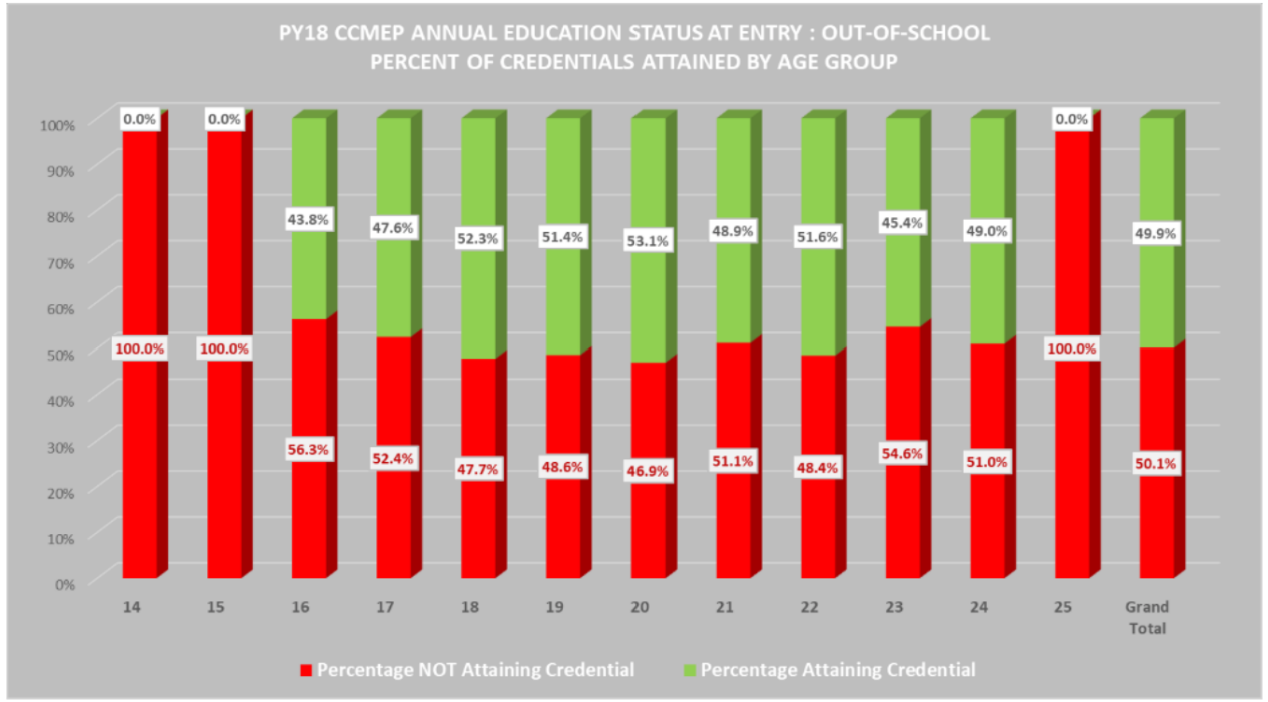
PY18 Annual Data			
Age at Program Exit	Numerator	Denominator	Rate
14 to 17 years old	236	2,199	10.7%
18 to 25+ years old	1,102	2,704	40.8%
Total CCMEP Youth	1,338	4,903	27.3%

PY18 CCMEP Annual Education Status at Entry and Percent of Credentials Attained by Age Group

In-School



Out-of-School



Best Practices: Credential Attainment cont.

- Those who stay in the program until they achieve a credential are more likely to achieve success

PY18 – Participant's Receiving a Credential	Percentage
During Participation or Same Day as Exit	76%
After Exit	24%

- Out of school you that are eligible for TANF (generally) stay eligible for TANF

Corrective Action Plans Section…

- Please stay on the webinar if your county or area failed any measures
- Everyone is welcome to stay on

Poll Question

Employment and Education after Exit Failed Measures

- If your county/area failed one of these measures, contact CCMEPQNA@jfs.ohio.gov to request the participant level data to review PY 2018
- Identify trends or what may have caused a participant to not succeed for this measure
- Draft a Corrective Action Plan using the example and template provided

Corrective Action Plans (CAPs)

- Failed a measure? Complete a CAP.
  - Review Participant Outcome Group (POG) file for data on participants that did not meet outcomes for measures failed
  - Review current BIC reports to see if outcomes are improving
  - Identify any trends why participants may not have had desired outcome or data wasn’t entered
  - Develop a plan
  - Finalize CAP draft based on template and submit for approval
  - Once approved, implement CAP strategies
  - Request technical assistance if needed

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.

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Ohio | Department of Job and Family Services

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 organzations 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

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