



CENTRALINA
Workforce Development
Board

**Prevent Poor Performance with
Strategic Programmatic Management**

Thursday, October 13, 2022 – 3:00 PM – 4:00 PM

Presented by: Sherika Rich, WDB Program Services Leader

AGENDA

- ❑ [Eight \(8\) Phases of a WIOA \(Title I\) Job Seeker](#)
- ❑ [Program Management Tools & Strategies](#)
- ❑ [Meaningful Meetings](#)
- ❑ [Reports Used for Program Management](#)

**Click topic to go to section.*





CENTRALINA
Workforce Development
Board

EIGHT (8) PHASES OF A WIOA JOB SEEKER

Eight (8) Phase Snapshot

*Outlines the journey of a WIOA
(Title I) job seeker*

- **Phase 1**
Orientation and Initial Assessment
- **Phase 2**
Application and Data Validation
- **Phase 3**
Enrollment
- **Phase 4**
Objective Assessment(s)
- **Phase 5**
Individual Employment Plan (IEP) Development
- **Phase 6**
Service Delivery
- **Phase 7**
Soft Exit
- **Phase 8**
Follow-Up

WIOA Customer Journey

Phases 1 - 4

Phase 1: Orientation and Initial Assessment

Customers are **introduced to ALL** NCWorks Career Center services.

Then, their **initial** employment needs are assessed.

Takes place during the Title III Wagner-Peyser process.

Phase 2: Title I Application and Data Validation

Customers **apply** for individualized services and staff confirm application entries by collecting allowable documentation.

Takes place during the Title I WIOA application.

Phase 3: Title I Enrollment

Staff and customer review **program specific** orientation documentation.

Upon agreeance, staff **enrolls** the customer into Title I services.

Phase 4: Objective Assessment

Staff uses the NCWorks Online Objective Assessment to do **a deeper dive** into the customers employment and training expectations.

Staff also identify potential barriers to employment

Staff may use additional assessments, as applicable

WIOA Customer Journey

Phases 5 - 8

Phase 5

Individual Employment Plan (IEP)

Staff uses information captured from the objective assessment to develop a **comprehensive** employment **plan**.

Phase 6

Service Delivery

Customer engages in WIOA activities that correspond with the Individual Employment Plan (IEP) objectives and goals.

Phase 7

Soft-Exit

The Customer “soft exits” after:

1. Successful completion of the Individual Employment Plan (IEP) objectives and goals **AND**;
2. *Ninety (90) days of inactivity* / staff-assisted service code entry.

Phase 8

Follow-Up

Two (2) types of follow-up are administered:

1. **Customer-Driven** – based on additional employment-type needs identified during monthly check-ins with the customer.
2. **Quarterly** – required completion of NCWorks follow-up modules collecting employment data.



CENTRALINA
Workforce Development
Board

PROGRAM MANAGEMENT TOOLS & STRATEGIES

STRATEGIC TOOLS



Accountability Tracker

A tool that tracks carryover numbers, new enrollment goals, participant exits, new service delivery, success rate of closed services, and funds expended.



File Review Spreadsheet

A tool used to review participant files per the Eight (8) Phases of a WIOA (Title I) job seeker.



Local Monitoring Guide

A tool used to review the qualitative *and* quantitative programmatic service delivery of the One-Stop Operator / Service Provider.

9

A tool that tracks carryover numbers, new enrollment goals, participant exits, new service delivery, success rate of closed services, and funds expended.

Highlights

- Created using Microsoft Excel.
- Tracks data on a monthly, quarterly, and annual schedule.
- Includes a “report path” tab so all parties reference the same data source.
- Service Provider completes and submits to WDB monthly.

Services Provided <i>(CREATED in PY 2022)</i>	Activity Goals	# of Activities (YTD)	# of Activities (Q1)	# of Activities (Q2)	# of Activities (Q3)	# of Activities (Q4)
PY 2022 Approved Provider Training – IITA <i>(NCIWorks Service Codes (300, 310))</i>	N/A	0	0	0	0	0
PY 2022 Occupational Skills – Non-ITA <i>(NCIWorks Service Codes (302, 304, 318))</i>	N/A	0	0	0	0	0
PY 2022 On-the-Job Training – OJT <i>(NCIWorks Service Code (301))</i>	50	0	0	0	0	0
PY 2022 NC Registered Apprenticeship <i>(NCIWorks Service Code (314))</i>	50	0	0	0	0	0
PY 2022 Work Experience <i>(NCIWorks Service Codes (219, 220))</i>	50	0	0	0	0	0
PY 2022 Supportive Services <i>(NCIWorks Service Code (CSS))</i>	N/A	0	0	0	0	0
		0	0	0	0	0

[illegible]

File Review Spreadsheet

File Review Spreadsheet

A tool used to review participant files per the Eight (8) Phases of WIOA Title I case management.

Highlights

- Scores the technical components of the eight (8) phases using a score of:
 - One (1) – Not completed
 - Three (3) – Completed but has errors.
 - Five (5) – Completed, no errors.
- Includes a summary section for additional context/narrative about the technical scoring.
- Clearly identified the action staff is required to take to ensure the file meets compliance standards.

Centralina WDB PY 2022 - File Review

TDC/CDS: Staff Full Name, Location

QA Staff Reviewer: Sherika Rich

Review Period: Active September 30, 2021- September 30, 2022

Each file component will receive a one (1), three (3), five (5), or N/A where applicable. One (1) = component was not completed, Three (3) = component was completed but contained error(s), Five (5) = component completed with no error(s), or NA = component not applicable to customer file.

Generally, individual customer files can have a **TOTAL SCORE** of 9-45. **NOTE:** Total file score **could increase** if customer has exited and is in follow-up. Individual file components will have an **AVERAGE** ranging from 1-5.

File components with a one (1) or three (3) must be corrected immediately. If TDC/CDS is unable to make corrections, a general case note must be entered summarizing the error and the attempts to correct it. Additional comments about case management practices can be found at the summary section of the spreadsheet.

Phase 1: WP - Center Orientation + Initial Assmt.	Phase 2: Title I Application + Data Validation	Phase 3: Title I Creating Participation	Phase 4: Assessments	Phase 5: Individual Employment Plan (IEP)	Phase 6: Service Delivery	Phase 7: Customer Exit	Phase 8: Follow-Up	Case Notes (Overall)
5	3	5	5	3	3	5	3	

Phase 1: WP - Center Orientation + Initial Assmt.	Phase 2: Title I Application + Data Validation	Phase 3: Title I Enrollment	Phase 4: Assessments	Phase 5: Individual Employment Plan (IEP)	Phase 6: Service Delivery	Phase 7: Customer Exit	Phase 8: Follow-Up	Case Notes (Overall)
5	3	5	5	3	3	5	3	

Customer Name	State ID	Program(s)	Application Date	Participation Date	Exit Date	Total Score
Sherika Rich	1111110	Adult	06/28/2018	06/28/2018	06/03/2021	35
Rich Sherika	2222220	Dislocated Worker	09/03/2021	09/03/2021	N/A	0
						0
						0
						0
						0

File Review Summary Notes

1. (Sherika Rich, 1111110)

WIOA app says highest education level entries indicate HS diploma but data validation items is for GED. SSI BNC# doc unredacted. Public assistance doc unredacted. WIOA enrollment code lacks comprehensive case note. IEP has repetitive, unclear goals for short-term employment. Staff noting barriers in case notes but no mention of the community resource guide, partner referrals. Customer training activity was unsuccessful. One staff's case note states the customer dropped due to their disability while another states Gaston College dropped the customer due to them not being able to complete clinicals.

Action

Redact SSI and public assistance doc. Confirm correct narrative about training activity. Review notes/file.

Local Monitoring Guide

Local Monitoring Guide

A tool used to review the qualitative and quantitative programmatic service delivery of the One-Stop Operatory / Service Provider.

Highlights

- Some questions focus on numbers while others focus on narrative and nuance.
- Primarily used during annual, local monitoring season.
- WDB staff completes then uses results to write a summary report that is distributed to the Service Provider and Career Center Leaders.

On-the-Job Training (OJT)

1. List number of on-the-job (OJT) contracts (service code 301):
 - Adult:
 - Dislocated
2. List number and/or percentage of (301) OJTs that are:
 - Successful:
 - Unsuccessful:
 - Pending (Status Unknown):
3. List the number of Youth On-the-Job Training (OJT) (service code 428)
 - NextGen (Youth):

Customer/Participant Exit

1. Are there any soft exits due to staff not maintaining the customer NCWorks Online case? ☐ Yes ☐ No
2. Were there any hard exits recorded? ☐ Yes ☐ No
3. Were there any exclusion exits recorded? ☐ Yes ☐ No
4. Are there consistent case notes detailing customers are ready to exit? ☐ Yes ☐ No
5. Were there any activities not closed properly before exit? ☐ Yes ☐ No
6. Are staff attempting to reach customers during the 90-day window of inactivity that initiates soft exit from NCWorks Online? ☐ Yes ☐ No

Describe contact attempt procedures/patterns:



CENTRALINA
Workforce Development
Board

MEANINGFUL MEETINGS

#MeaningfulMeetings



Meaningful Meetings

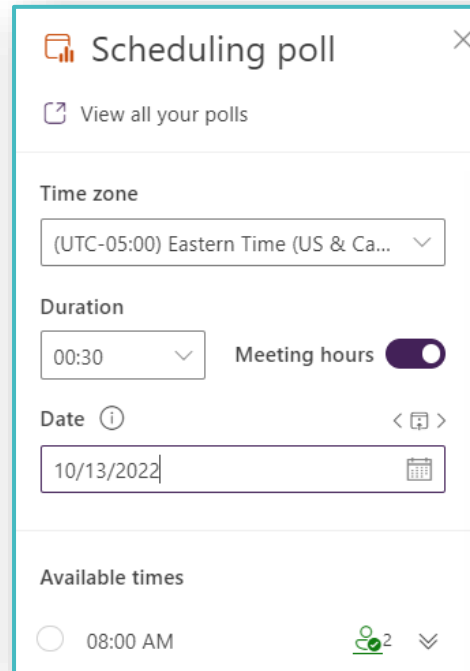
Support consistent communication, increases innovative action, and leads to results.

A few strategies that lead to meaningful meetings include:

- Setting a regular schedule.
- Creating comprehensive calendar invites.
- Turning a standard agenda and attachments into a presentation.

Pre-Scheduled Meetings

- Create a schedule for meetings *at the start* of the program year.
- Utilize **Microsoft Scheduling Poll** or **Doodle** to survey attendee availability.
- Frequency of meetings may be based on current programmatic circumstances. *E.g., weekly / bi-weekly / monthly / quarterly.*
- Meet in-person, *if feasible.*



Scheduling poll

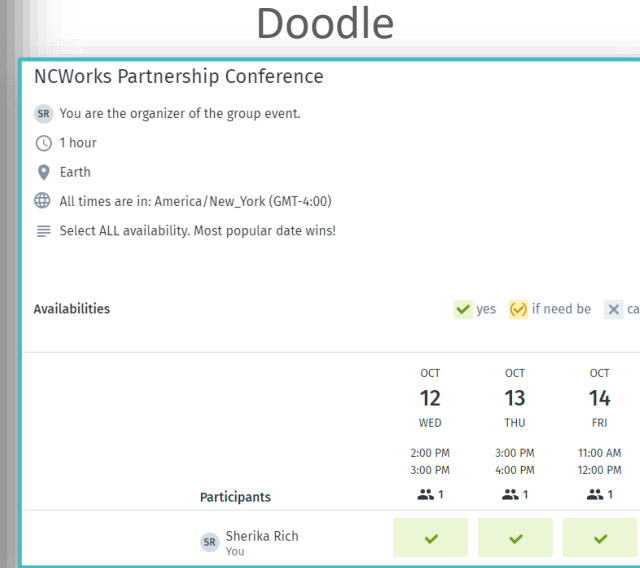
[View all your polls](#)

Time zone
(UTC-05:00) Eastern Time (US & Ca... ▾

Duration
00:30 ▾ **Meeting hours** ☒

Date ⓘ < >
10/13/2022

Available times
☐ 08:00 AM



Doodle

NCWorks Partnership Conference

SR You are the organizer of the group event.

1 hour

Earth

All times are in: America/New_York (GMT-4:00)

Select ALL availability. Most popular date wins!

Availabilities ✓ yes ✓ if need be ✗ can't

	OCT 12 WED	OCT 13 THU	OCT 14 FRI
	2:00 PM 3:00 PM	3:00 PM 4:00 PM	11:00 AM 12:00 PM
Participants	1	1	1
SR Sherika Rich You	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Calendar Invites

Hello,

Reason for Meeting

Quarterly meetings with WDB + Service Provider Leadership to review Title I Programmatic items.

Meeting Type Details

These meetings are set for:

- All WDB staff + Service Provider participation
- 3rd Week of month (*August / November / February / May*)
- In-Person (*will pivot to virtual, as appropriate*)
- 2 1/2 hours (*will shorten as appropriate*)

General Agenda Checkpoints

Adult/DW + NextGen + Employer + Communications

- Strategic Plan Status
- WIOA Local / State / Federal measures
- Staffing
- Caseloads
- Policy Updates
- New / Existing Initiative Intention vs Impact Review
- Training / Support Needs
- Success Stories
- Other Items (*as needed*)

At minimum, a meaningful meeting calendar invite may include:

1. Reason for Meeting

Provided at the top of the calendar invite, it highlights the meeting purpose / intention.

Pro-tip: keep it concise.

2. Meeting Type Details

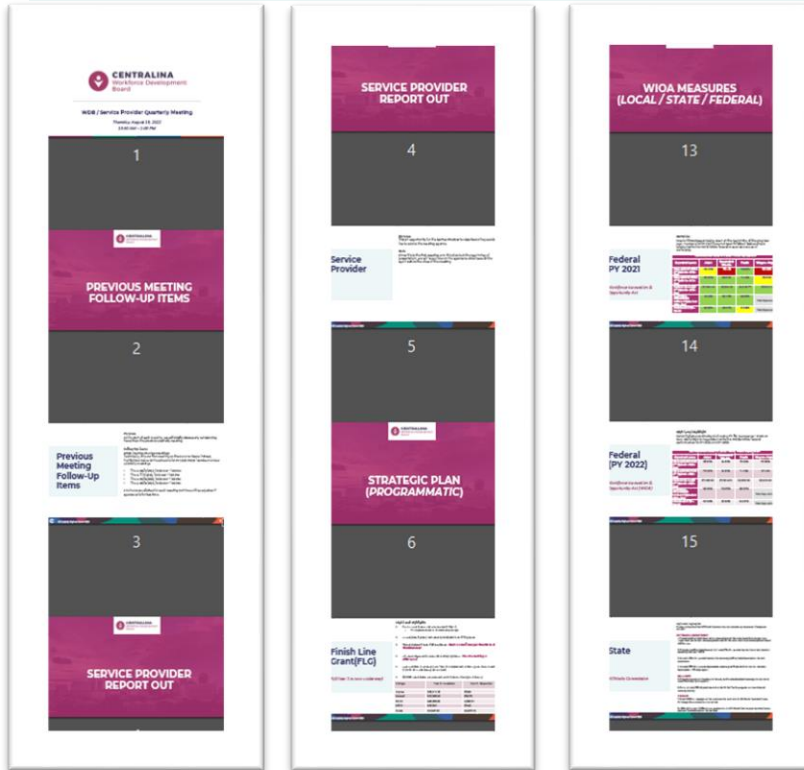
May summarize who's participating in the meeting, annual schedule reminder, meeting mode, and time allotted for the meeting.

3. General Agenda Summary

A **high-level** listing of meeting topics.



Agenda Presentation



1. Presentation

Agenda items and attachments are transformed into one (1) *PowerPoint presentation* vs having individual handouts per topic.

2. Sharing Meeting Details Ahead of Time

Agenda presentation is shared with the meeting attendees via the calendar invite at *least 72 hours in advance*.

- *Follow-Up Items* – Previous meeting action items are always at the top of the agenda.
- *Discussion Prompts* – Probing questions are sprinkled throughout the agenda presentation to inspire conversation.

3. Time Management

Since discussion has the potential to run long on any one topic, include time limits per topic. Also structure the agenda to get *“it is what it is”* topics out of the way at the top of the meeting.



CENTRALINA
Workforce Development
Board

REPORTS USED FOR PROGRAM MANAGEMENT

Reports



Why Reports Are Important:

- Provides objective data that's directly linked to WIOA service delivery.
- Supports programmatic monitoring.
- Informs strategic planning.

Primary Report Sources to Use

1. **NCWorks Online** – primarily utilized for real-time tracking and strategic planning.
2. **FutureWork Systems BI** – primarily utilized to view / communicate outcomes globally.

NCWorks Online

Case Load Summary Report

Current Active Cases	Closed Cases With No Exit	In Current Qtr Follow Up	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
104	0	92	15	34	13	30
94	0	78	13	20	25	20
42	0	34	4	8	17	5
42	0	13	0	0	13	0
34	0	42	7	9	16	10
27	0	37	8	9	10	10
26	0	24	9	6	5	4
22	0	64	36	13	9	6
21	0	27	2	9	12	4
21	0	7	3	2	1	1
18	0	27	2	8	13	4
14	0	28	1	15	9	3
13	0	12	5	1	5	1
13	0	11	5	5	1	0
10	0	5	0	1	0	4
8	0	13	2	7	1	3
4	0	8	0	1	4	3
513	0	522	112	148	154	108

Case Load Summary Report

Report Path: Detailed Reports → Case Management Reports → Case Load → Summary

What It Tells You

- Current, active cases.
- Cases currently in follow-up.
- Quarterly breakdown of participants in follow-up.

Why I Use It

- Quarterly follow-up data can be used to strategize for successful outcomes.

NCWorks Online

Federal WIOA Performance Reports

▼ WIOA Performance

WIOA performance reports, including performance summary reports, performance measures for WIOA participants, and PIRL reporting and data analytics tools.

▶ Annual and Quarterly Summary

▶ MSFW Service Level Indicators

☑ Performance Details

[Co-Enrolled Participants](#)

[Employment Rate 2nd Quarter after Exit](#)

[Measurable Skill Gains](#)

[Reportable Individuals](#)

[Total Exiters](#)

[Training-Related Employment Second Quarter after Exit](#)

[Credential Rate](#)

[Employment Rate 4th Quarter after Exit](#)

[Median Earnings 2nd Quarter after Exit](#)

[Retention with the Same Employer in the 2nd and 4th Quarters after Exit Quarter](#)

[Total Participants Served](#)

▼ PIRL Data Analytics

[Annual Performance Summary](#)

[Exiter Characteristics](#)

[Performance Indicators - Barriers to Employment](#)

[Performance Indicators - Employment Rate Quarter 2](#)

[Performance Indicators - Measurable Skill Gains Rate](#)

[Performance Indicators vs Goals - Credential Rate by Office](#)

[Performance Indicators vs Goals - Employment Rate Quarter 2 by Office](#)

[Performance Indicators vs Goals - Employment Rate Quarter 4 by Office](#)

[Performance Indicators vs Goals - Measurable Skill Gains by Office](#)

[Performance Indicators vs Goals - Median Earnings by Office](#)

[Performance Indicators vs Goals - Summary by Office](#)

[Data Integrity Measures](#)

[Participant Characteristics](#)

[Performance Indicators - Credential Rate](#)

[Performance Indicators - Employment Rate Quarter 4](#)

[Performance Indicators - Summary](#)

[Performance Indicators vs Goals - Credential Rate by WIB](#)

[Performance Indicators vs Goals - Employment Rate Quarter 2 by WIB](#)

[Performance Indicators vs Goals - Employment Rate Quarter 4 by WIB](#)

[Performance Indicators vs Goals - Measurable Skill Gains by WIB](#)

[Performance Indicators vs Goals - Median Earnings by WIB](#)

[Performance Indicators vs Goals - Summary by WIB](#)

WIOA Federal Reports

Report Path: Federal Reports → WIOA Performance → Performance Details *OR* PIRL Data Analysis

What It Tells You

- Participants included in federal measure numerators and denominators.
- Federal performance goals vs outcomes.

Why I Use It

- Data already built into primary workforce system *i.e., NCWorks Online.*
- Quick access to go to participant files for further review.



FutureWork Systems BI

Where Do I Stand Report

Where Do I Stand Report

Report path: www.FWSBI.com → View Menu → Where Do I Stand?

Note – Only accessible through WDB approval process.

What It Tells You

Local WDB negotiated goals vs actual outcomes.

Number of participants included in the numerator and denominator in relation to the WIOA federal measures:

- Employment Q2 & Q4
- Median Earnings
- Measurable Skill Gains
- Credentials

Why I Use It

- Easy to understand and communicate externally.
- Views per funding stream i.e., Adult, DW, Youth, Wagner-Peyser.

WDIS Dashboard Detail (Where do I stand?)

All Providers

☐ Adult ☐ DW ☐ Youth ☒ WP

Performance	Contribution				
Indicator	Actual	LWDB Plan	% Achieved	num	den
Employment Q2	64.55%	72.00%	89.65%	76,578	118,635
Employment Q4	66.06%	72.00%	91.75%	70,299	106,413
Credential	0%	0%	0%	0	0
Skill Gains	0%	0%	0%	0	0
Median Earnings	\$6,456.93	\$4,900.00	131.77%	76,578	0

FutureWork Systems BI *Predictive Rosters*

NCWorks Performs Predictive Rosters | Adult | Dislocated Worker | Youth

Adult Skill | (WDB Code: 37225)

Audit Roster | Show 20 rows | Column visibility | Print Selected Rows | Deselect Rows

Showing 1 to 20 of 178 entries | Rate: 148 / 178 = 83.15% (filtered from 9,702 total entries)

Report Period Toggle: PY21 | PY21-Q1 | PY21-Q2 | PY21-Q3 | PY21-Q4 | Viewing PY21

Statewide/Local Funding Toggle: All | Local | Statewide Only | Viewing Local

Participant ID	Report Date	den	num	Reason	Date of Exit	Date MSG EFL	Date MSG Post Sec Rpt Card	Date MSG Sec Rpt Card	Date MSG Train Milestone	Date MSG Skill Prog	ETP	Case Manager	WDB	Agency
----------------	-------------	-----	-----	--------	--------------	--------------	----------------------------	-----------------------	--------------------------	---------------------	-----	--------------	-----	--------

Predictive Rosters

Report path: www.FWSBI.com → Reference → Predictive Rosters.

Note – Only accessible through WDB approval process.

What It Tells You

Which participants are included in the numerator and denominator for Credential and Measurable Skill Gains measures. *Note – it does not drill down to the participant level for Employment and Earnings.*

Strategic Action

Predictive Roster reports are evaluated and shared with the Service Provider monthly.

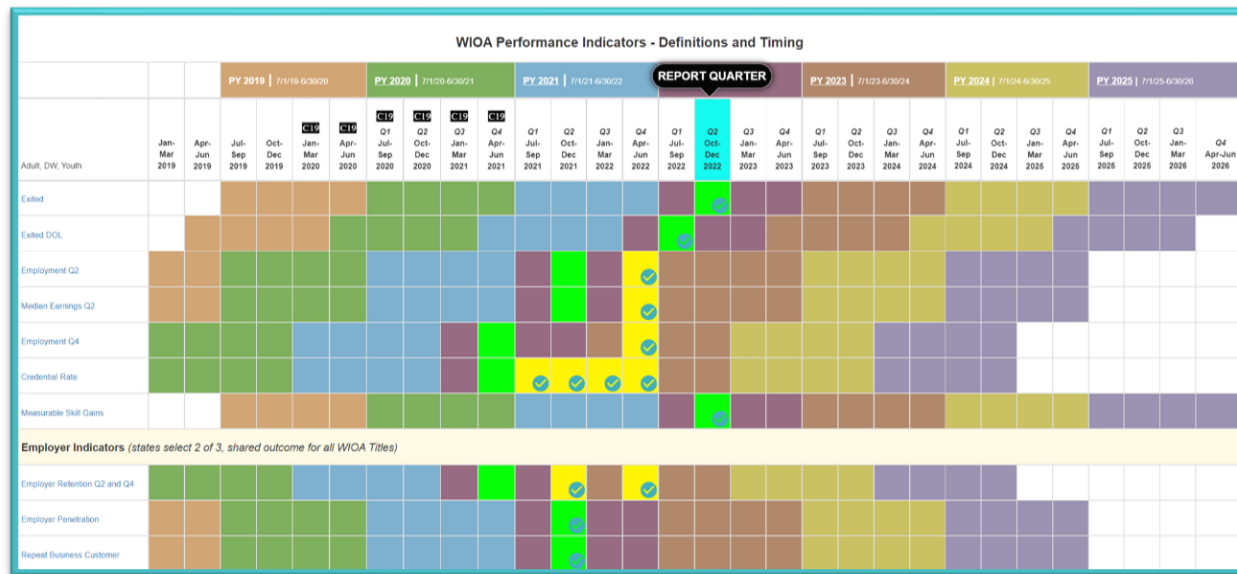
FutureWork Systems BI Timing Chart

Where to Find It

www.futureworksystems.com

Why I Use It

- It's publicly accessible / shareable.
- It's interactive.
- Highlights when certain events would need to happen to lead to positive performance.
- Supports strategic planning.
- Has federal measure definitions and examples linked.



Discussion

1. What's a programmatic strategy you use in your local area that leads to positive performance?
2. What's your favorite programmatic report?
3. What strategy from today's presentation can you see yourself potentially implementing in your local area?



THANK YOU

Sherika Rich | 704-348-2719 | srich@centralina.org
10735 David Taylor Drive, Suite 250, Charlotte, NC 28262
www.centralina.org | www.centralinaworkforce.com