P2E CalJOBS[™] Participant Training Webinar Series

Part 3: Credentials and MSG, Closure and Exit, Follow Up, and Reports



Housekeeping



Sign In – Name and Organization



Adobe Connect 'Questions' Pod



Adobe Connect 'Resources' Pod



PDF Slide Decks

Agenda

Day 1 – Monday, Sept 23

9:30AM - 11:30AM

- Introduction to CalJOBS and system navigation
- Customization and navigation tips and tricks
- Completing Individual Registration

Agenda

Day 2 – Tuesday, Sept 24

9:30AM - 11:30AM

- Completing the WIOA Title I Program Application
- Creating Participation

LUNCH BREAK

11:30AM-1:00PM

Day 2 - Tuesday, Sept 24

1:00PM - 2:30PM

- Completing the Individual Employment Plan (IEP)
- Adding Activity Codes and Case Notes
- Case Assignment and System Alerts
- Participant Reports

Agenda

Day 3 – Thursday, Sept 26

9:30AM - Noon

- Tracking Credential Attainment and Measureable Skill Gains
- Closing activities and using the Closure Form
- Program Exit and Follow Ups
- Participant Reports

Day 3 Objectives

- Demonstrate how to record Measureable Skill Gains (MSG) and Credential Attainment
- Distinguish Closure, Exit, and Outcome
- Complete Closure Form
- Enter Follow-Up Activities and Follow-Up Forms
- Review Participant Reports

Measureable Skill Gains (MSG) and Credential Attainment

What is a Measurable Skill Gain (MSG)?

A performance indicator required of those WIOA participants enrolled in education or training programs.

Documents academic, technical, occupational, or other forms of progress toward a credential or employment.

Participants must achieve one (1) MSG for every program year they are enrolled in education or training.

There are five (5) different types of MSG.

Some non-WIOA special grant programs are exempted from the MSG requirement.

Five Types of MSG



Educational Functioning Level



Secondary School Diploma



Transcript/Report Card



Training Milestone

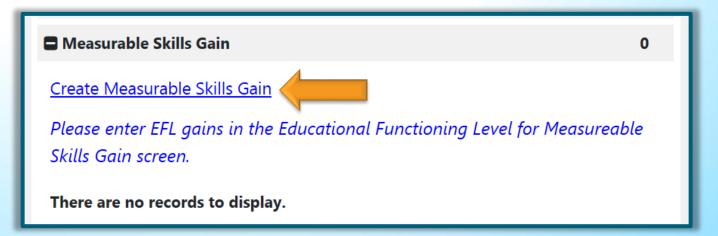


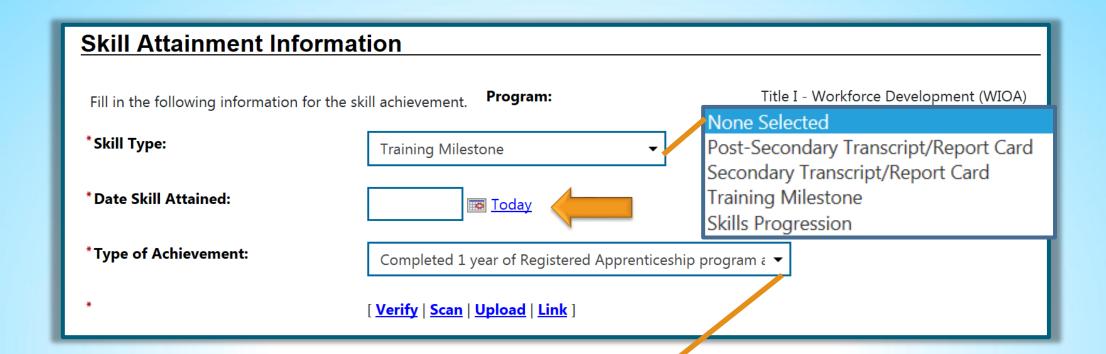
Skills Progression

Entering a MSG









None Selected

Completed minimum of 12 credit hours in semester and meets academic standards

Part-time student and completed at least 12 credit hours over the course of two completed consecutive semesters and meets academic standards Report card/transcript for one semester and meets academic standards

Achieved satisfactory or better progress report towards an established OJT training milestone - not previously recorded

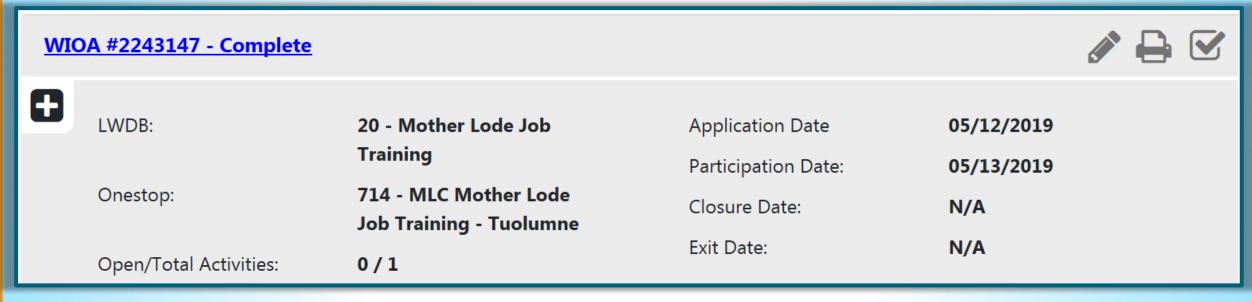
Completed 1 year of Registered Apprenticeship program and achieved satisfactory or better progress report

Other training milestone

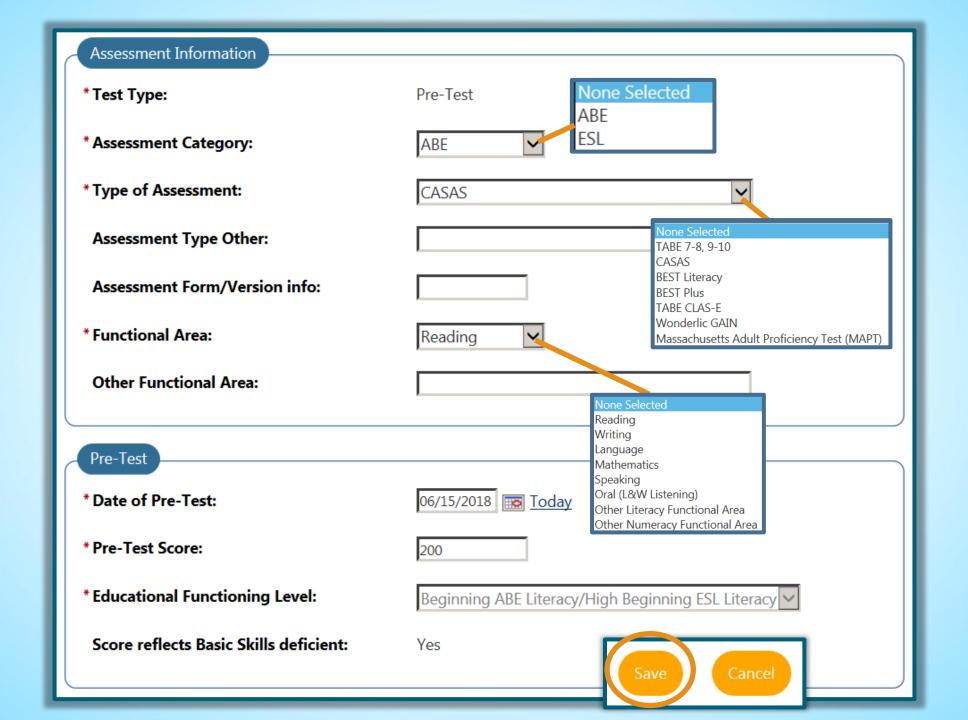
Successfully completed a required exam for a particular occupation

Satisfactory progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams Other skills progression achievement

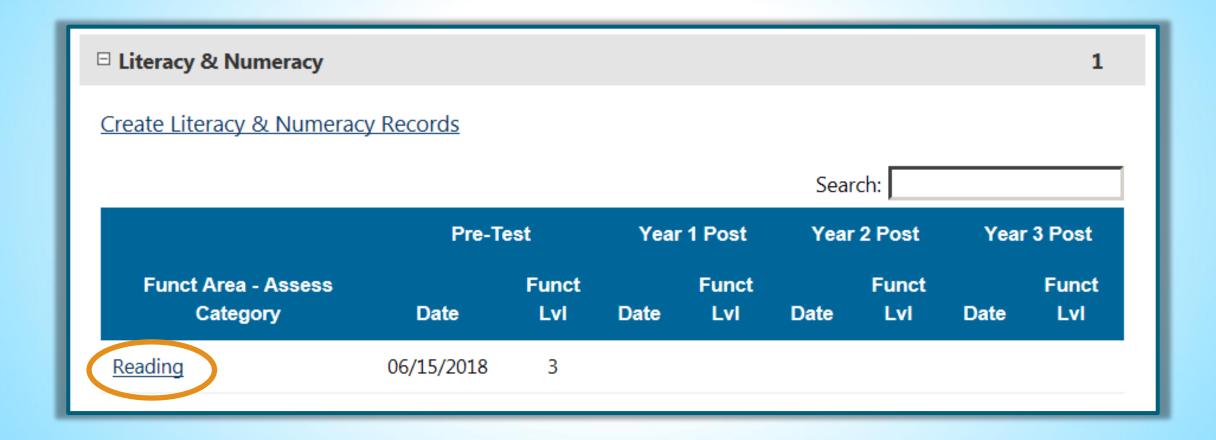
Educational Functioning Level (EFL)







EFL – Post Test



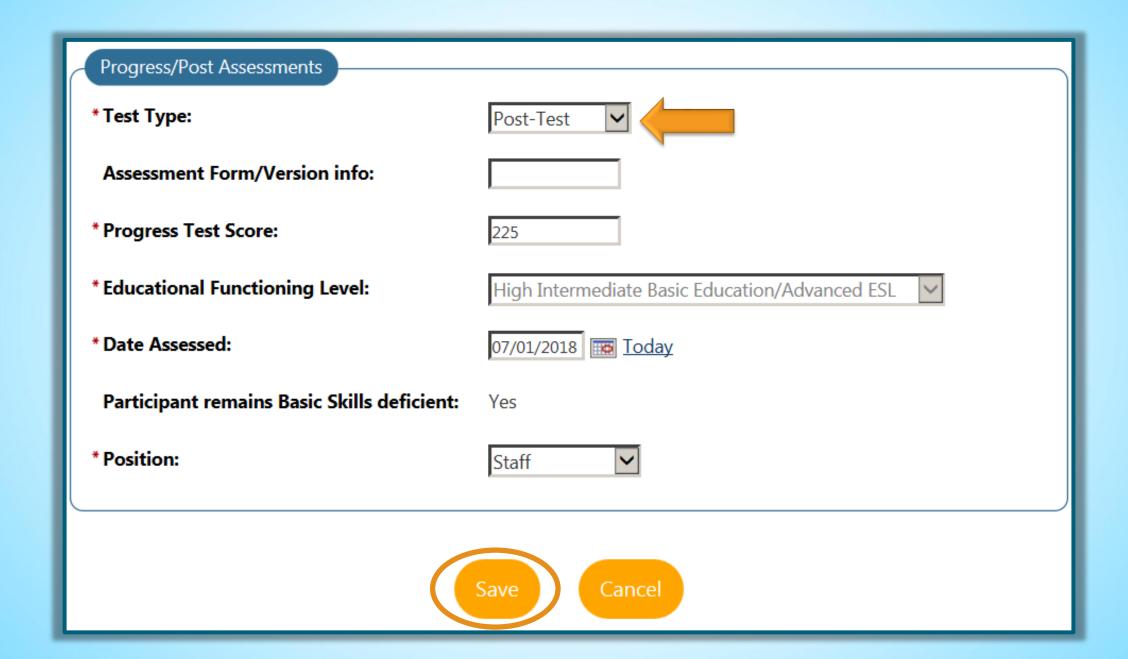
EFL – Post Test

Progress/Post Assessments

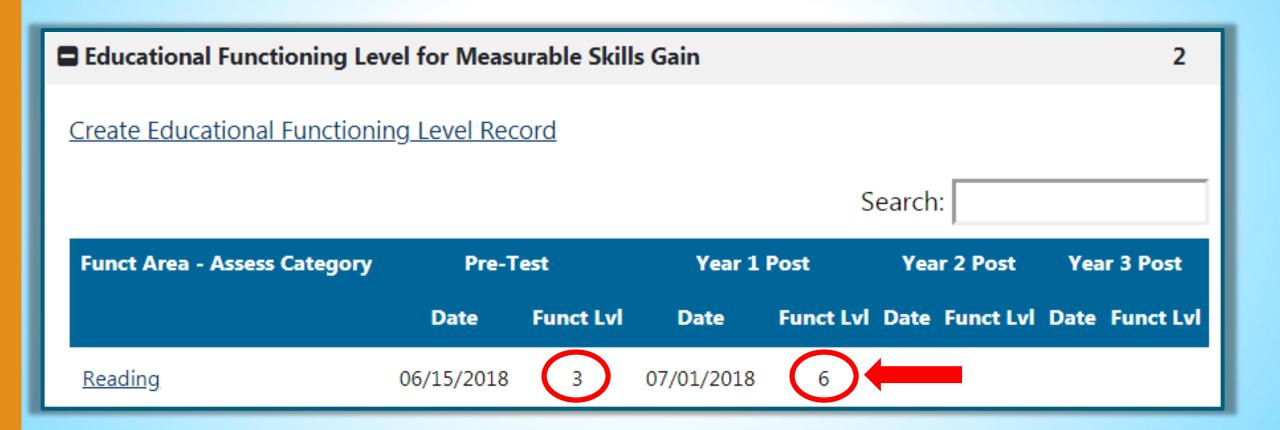
No progress or post test records found.

Assessments beyond Year 3 are not reportable in the federal extract file, and will not count in federal performance calculations.

Create Progress/Post Assessment Record



EFL Gain



What is Credential Attainment?

A performance indicator required for those WIOA participants enrolled in education or training programs.

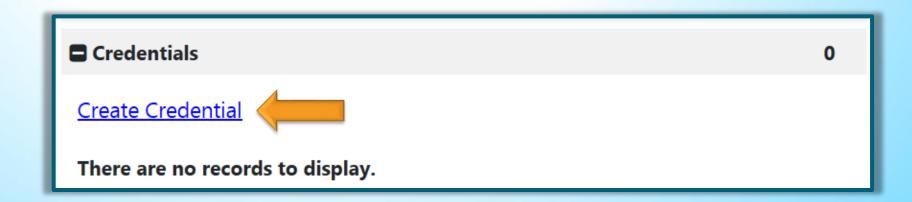
Participants are expected to attain the appropriate type of credential for the education or training program they are enrolled in.

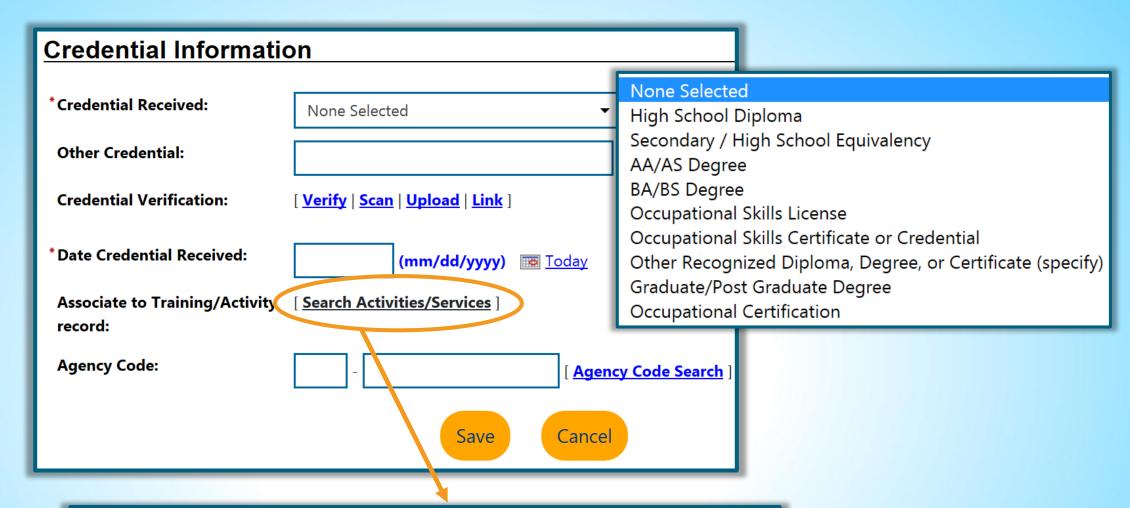
Participants have up to one year after program exit to receive their credential.

Some non-WIOA special grant programs are exempted from the Credential Attainment requirement.

Creating a Credential



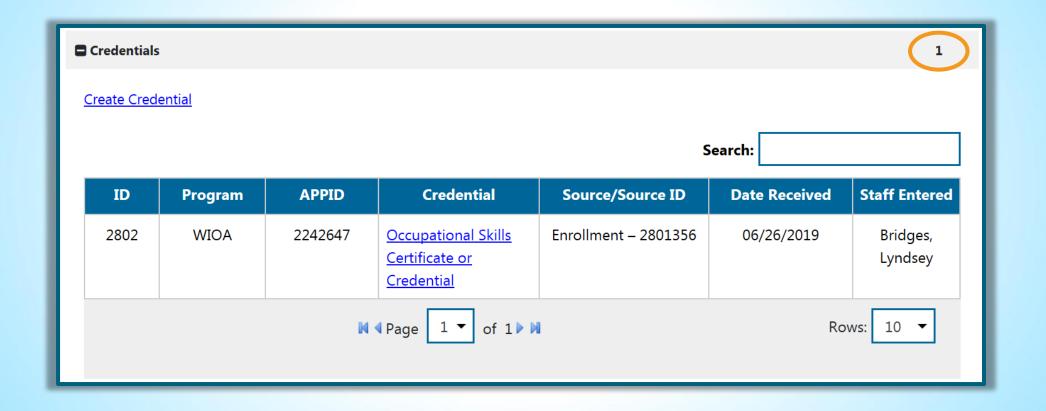




Activity	Provider	Service/Course	Actual Begin Date	Projected End Date	Actual End Date	Completion Status	Action
300 – Occupational Skills Training (Approved ETPL Provider)	Melrose College	Accounting 404	02/07/2019	12/06/2019			Select

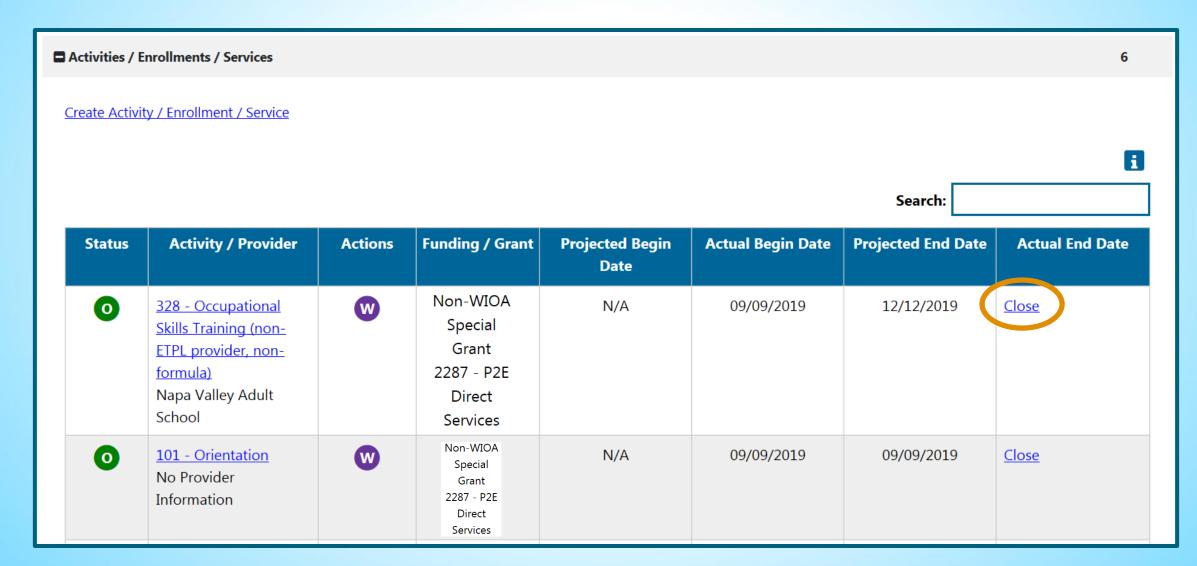


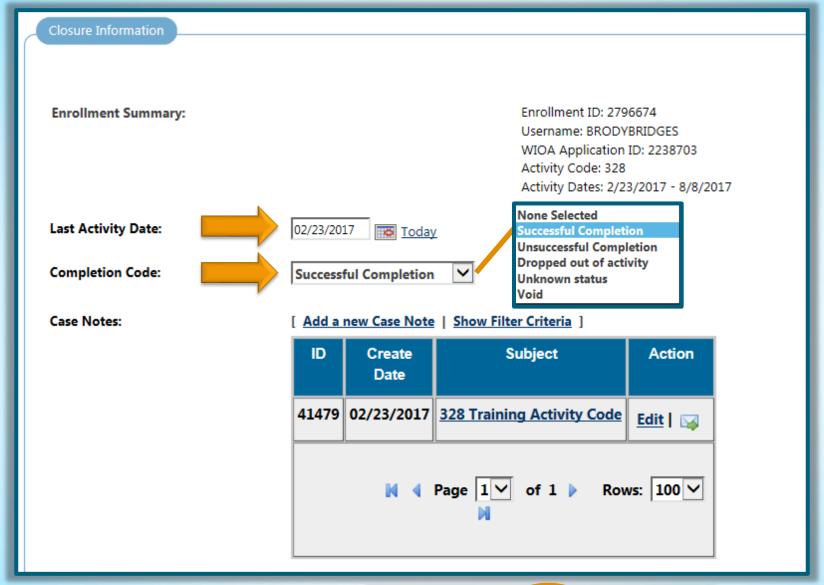
Result of Creating a Credential



Closing Activities

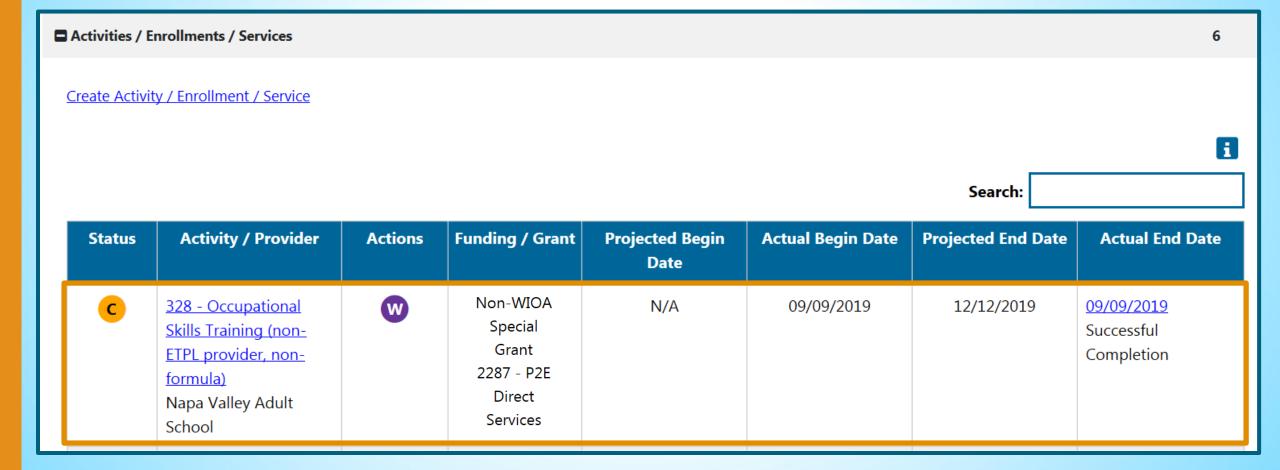
Closing an Activity







Closed Activities



Program Closure, Exit, and Outcome

Program Exit



Program **Exit** is the last date of service.

- Last date of service for all programs.
- Participant has not received any services for 90 days.
- Participant has no future services scheduled.



The Exit Clock



The **Exit Clock** refers to the 90 days in which an individual is not receiving any services.

- If no services are provided for 90 days, the individual is exited from the system.
- The exit is initiated automatically by CalJOBS as soon as the 90 day Exit Clock has lapsed.
- The exit date is the last date of service **NOT** the last day of the Exit Clock.



Program Exit and the Exit Clock



Any additional Staff-Assisted Services requiring significant staff involvement **will** restart the Exit Clock.

Services that **will not** restart the exit clock include:

- Self-Service and Information-Only Services
- Follow-Up Services
- Supportive Services



How do we know if an activity restarts the exit clock?

WSIN17-09, Attachment 3 CalJOBS Activity Codes Detailed Listing - Individual

		Adult/							Exit		Duration
#	Activity Code Name	DW	Youth	WP	JVSG	MSFW	TAA	Reporting Category	Clock?	PIRL	(Days)
								Basic Career Service (Staff-			
102	Initial Assessment	X		X		x		Assisted)	YES	1102	90
	Provision of Information on Training							Basic Career Service (Self-Service			
103	Providers/Performance Outcomes	X		X				Workforce Information Service)	NO	1101	1
								Basic Career Service (Staff-			
105	Job Finding Club	X		X		x	X	Assisted)	YES	1104, 1322	90
	Follow-up Services after Employment							Basic Career Service (Staff-			
106	(prior to exit)	X		X	X	x		Assisted)	YES	1200	1
								Basic Career Service (Self-Service			
107	Provision of Labor Market Research	X		X		x		Workforce Information Service)	NO	1101	1
							·	Basic Career Service (Self-Service			
108	Referred to WIOA Services (not training)			x	x	X		Workforce Information Service)	NO	1113	1

Closure Form

Closure Form

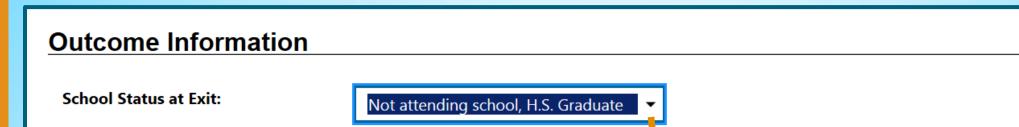
- Case Management tool that captures outcome data
- Is manually created by staff or system-created
- Can be entered once all open activity codes are closed
- Not required for a participant to exit
- Not the same as an Outcome (Exit or Exclusionary)

Creating Case Closure





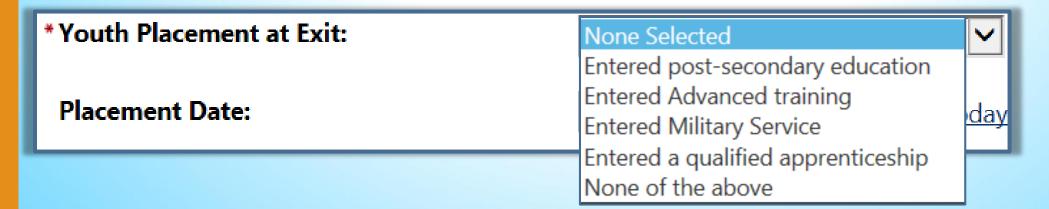
General Information				
Username:	36943			
Name:	Poppy, Olivia			
Last service date:	08/21/2019			
Exit Date:				
Exit Reason:				
LWIA:	07 Golden Sierra Job Training Agency			
*Office Location:	16028 El Dorado County ▼			
Agency Code Search:	Agency Code Search			
Agency Code:				
Case closure date:	08/21/2019	None Selected Invalid SSN or failed to disclose SSN Retirement		
*Accountability Closure/Exit Status:	None Selected	Neither condition applies		

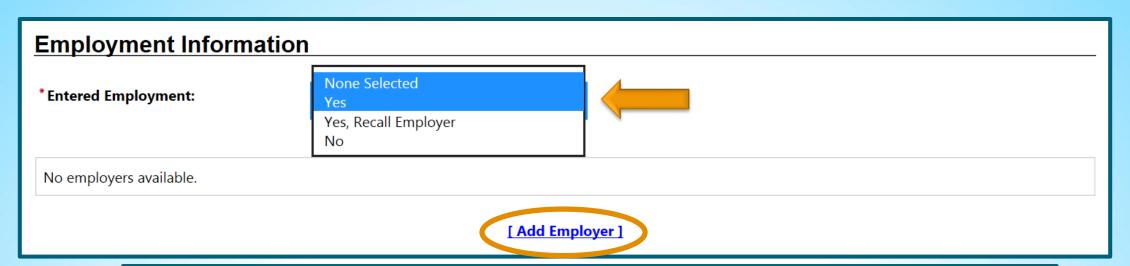


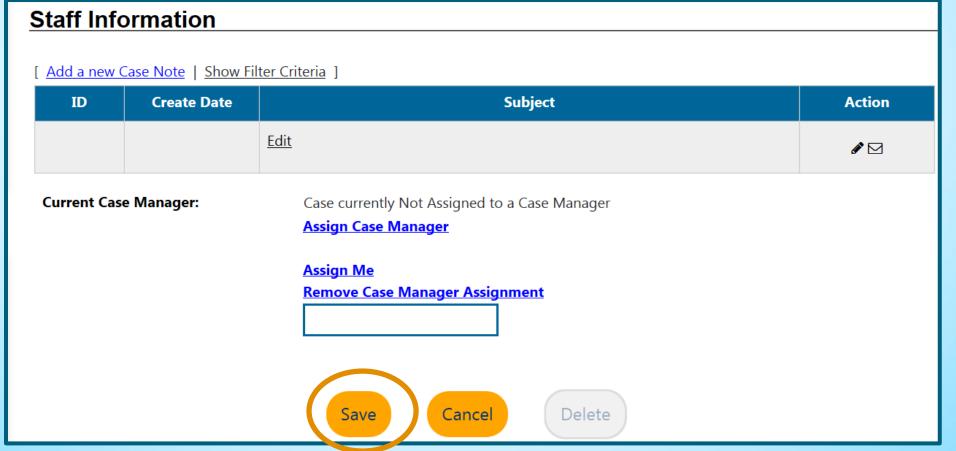
[Verify | Scan | Upload | Link]

✓ Documentation in Case File

None Selected
In-school, High School or less
In-school, Alternative School
In-school, post High School
Not attending school, or H.S. Dropout
Not attending school, H.S. Graduate
Not attending school; within age of compulsory school attendance







Entering Employer Information

Add/Edit Employer				
Employer Information				
• •	Select from Internal Job Order/Placement			
* Employer Name:				
Verify Employer Name:	[<u>Verify</u> <u>Scan</u> <u>Upload</u> <u>Link</u>]			
Employer FEIN:				
Address Line 1:				
Address Line 2:				
City:				
State/Province:	None Selected ▼			
County/Parish:	•			
Zipcode:				
Find Zip Code:	[USPS]			
Country:	None Selected ▼			
Industry Code (NAICS):	Search for NAICS Code			
Industry NAICS Code:				
Industry NAICS Description:				

Entering Employer Information

* Primary Employer Contact Name:	
* Primary Employer Contact Phone Number:	
Ext	
Primary Employer Contact Email:	
Is this employer a federal contractor?	Yes No
lab lufa maatis s	
Job Information	
*Job Title:	
* Occupation:	Select Occupation
* Is this a green job?	Yes No
* Hours Worked per Week:	
* Hourly Wage:	
* Job Start Date:	
* Job End Date:	Currently Employed
* Reason for Leaving:	None Selected ▼
Additional Information on reason for	

Entering Employer Information

* Primary Employer:	O Yes O No
*Receiving Fringe Benefits:	O Yes O No
Receiving Health Care Benefits:	O Yes O No
*Job Covered by Unemployment Compensation:	O Yes O No
*Is this Entrepreneurial and/or Self- Employment?:	O Yes O No
*Is this a Registered Apprenticeship?	O Yes O No
*Is this active Military Service?	O Yes O No
*Is this considered Non-Traditional Employment?	O Yes O No
Is this considered Training Related Employment?	
None Selected	•
Add to Employment History:	O Yes O No
Save	Cancel

Added Employment Information



Program Outcome

Program Outcome

Exit

- Also called "soft exit" or "common exit"
- System generated

Exclusionary Outcome

- Other exit reason: incarceration, hospitalization, medical treatment, reservist called to active duty, in foster care moved out of area, death
- Manually entered by staff

Exit

How does this work in CalJOBS?

WIOA #18272526 - Case Exited









LWDB: **01 - Alameda County**

Workforce Development

Board

Onestop: 1853 - ALA A/D North

Cities SWN

Open/Total Activities: 0 / 4

Application Date 09/17/2018

Participation Date: 09/17/2018

Closure Date: 11/07/2018

Exit Date: 11/07/2018

■ Exit / Outcome 11/07/2018

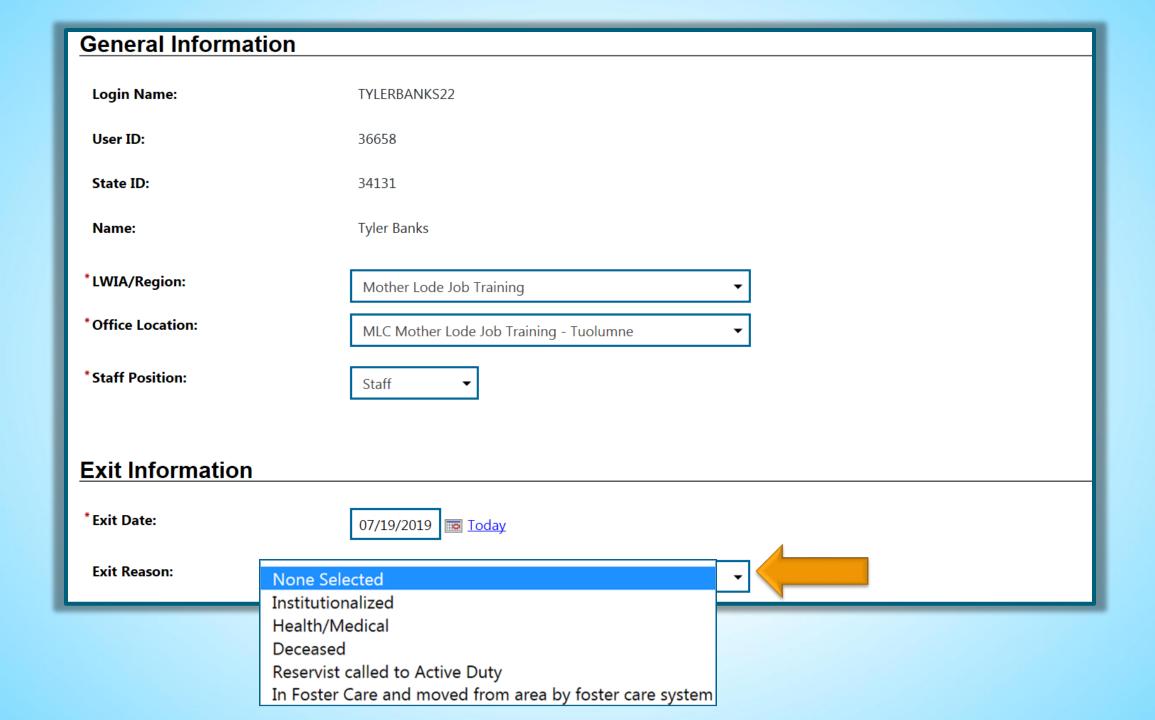
Edit Exit/Outcome

Exit Date: 11/07/2018 Exit Reason: Soft Exit

Exclusionary Outcome

How does this work in CalJOBS?





WIOA #18272526 - Case Exited









LWDB: **01 - Alameda County**

Workforce Development

Board

Onestop: 1853 - ALA A/D North

Cities SWN

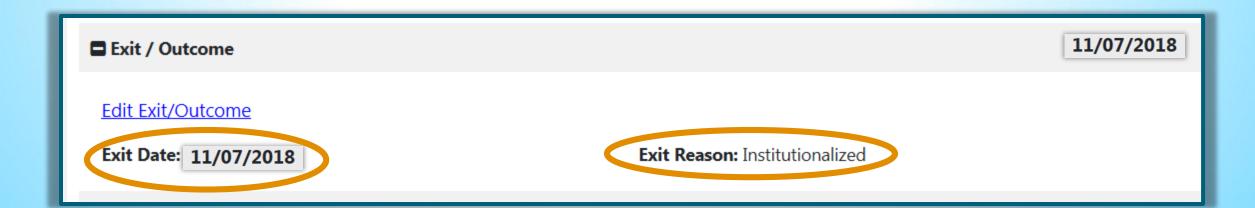
Open/Total Activities: 0 / 4

Application Date 09/17/2018

Participation Date: 09/17/2018

Closure Date: **11/07/2018**

Exit Date: 11/07/2018



Follow-Up Activities and Follow-Up Forms

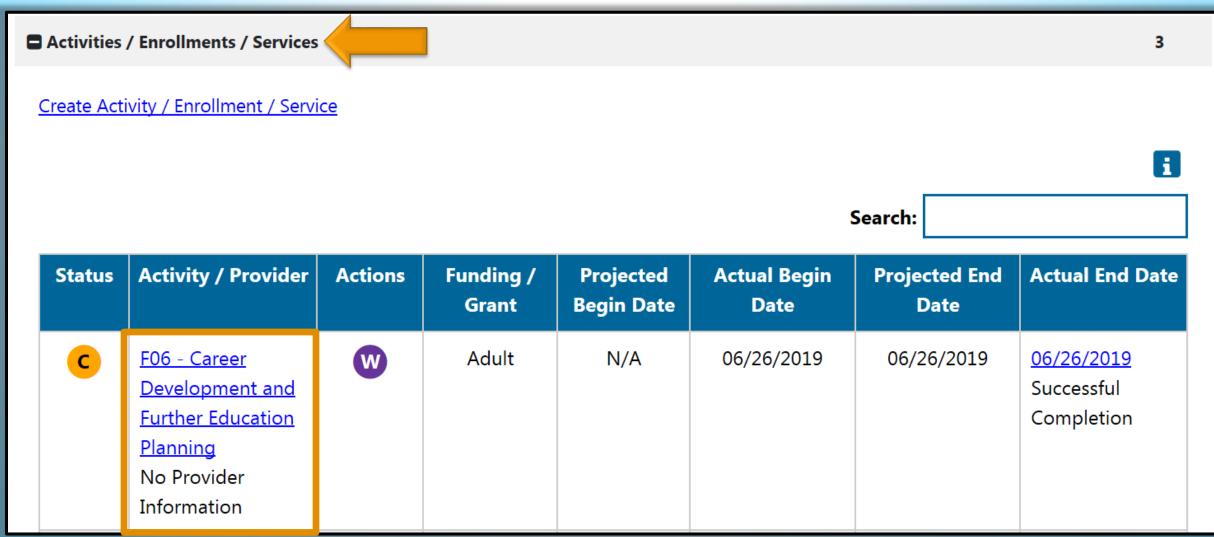
Follow-Up: Activities

- Follow-Up services do not delay, postpone, or affect the date of exit
- Services can only be provided to participants who have a case closure or have exited from the Title I program
- Services can be provided as soon as a closure and/or exit is created
- Select the <u>Create Activity/ Enrollment/ Service</u> link to add services

Follow-Up Activities

Activity Code	Activity Title	Provider Type
F01	Referral to Community Resources	PS - Office Services
F02	Referral to Medical Services	PS - Office Services
F03	Tracking Progress on the Job	PS - Office Services
F04	Work-Related Peer Support Group	PS - Other
F05	Assistance Securing Better Paying Job	PS - Office Services
F06	Career Development and Further Education Planning	PS - Office Services
F07	Assistance with Work-Related Problems	PS - Office Services
F08	Adult Mentoring	PS - Other

Follow-Up Activities – F Codes



Follow-Up: Forms

- System-generated after Exit shows for 4 quarters
- Follow-up tables appears one quarter after exit
- Forms can be prepopulated with data from Closure Form, if applicable

Follow-Up Forms

■ Follow-ups 4

Create Local Follow Up

Search:

Required By	Date Complete	Status	Follow Up Type
03/31/2019	03/31/2019	Completed	1st Quarter After Exit
06/30/2019		Required	2nd Quarter After Exit
09/30/2019		Required	3rd Quarter After Exit
12/31/2019		Required	4th Quarter After Exit

Follow-up Employment Information Contact Attempts Current Status at Follow-up **General Information** AppID: 18272526 **Contact Attempts** 2 - 2nd Quarter after WIOA Follow-up: Required Status: **Attempt Number Type Of Contact Date Time Working With:** CYNTHIA COX No contacts have been attempted. Username/Login Name: Add Contact Attempt **Exit Follow-up Screen** User ID: Follow-up Employment Information State ID: If no previous employment was Address: **Employer Name:** entered in the Closure Form or in previous follow-ups, add the new **Prime Phone:** employer information **Employer Contact and Phone:** O Yes O No *Worked in Quarter 10/1/2018 -12/31/2018? [Add Employer]

Follow-up Employment Information

Employer Name: Comfort Keepers

3755 Washington Blvd

Fremont, CA 94538

Employer Contact and Phone: HR

510-789-1900

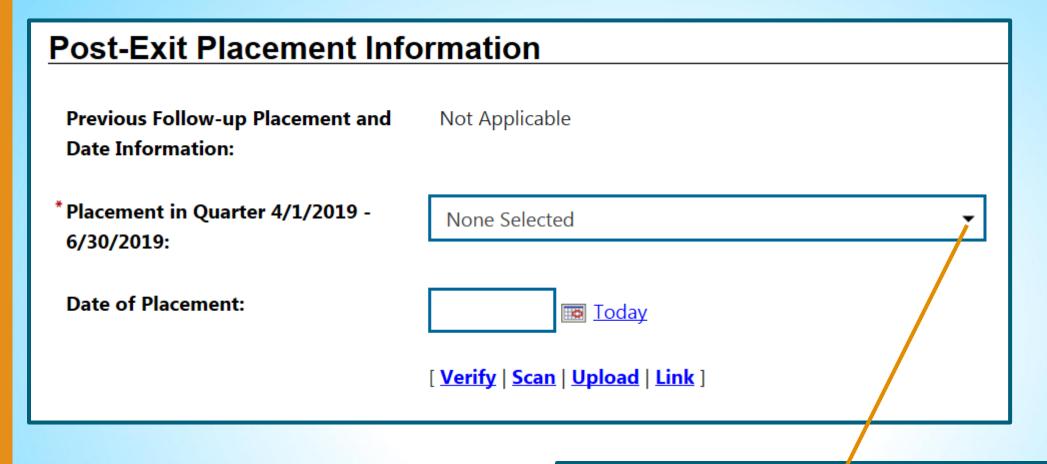
*Worked in Quarter 4/1/2019 -6/30/2019?

O Yes O No

Use primary employer from previous Yes quarter?

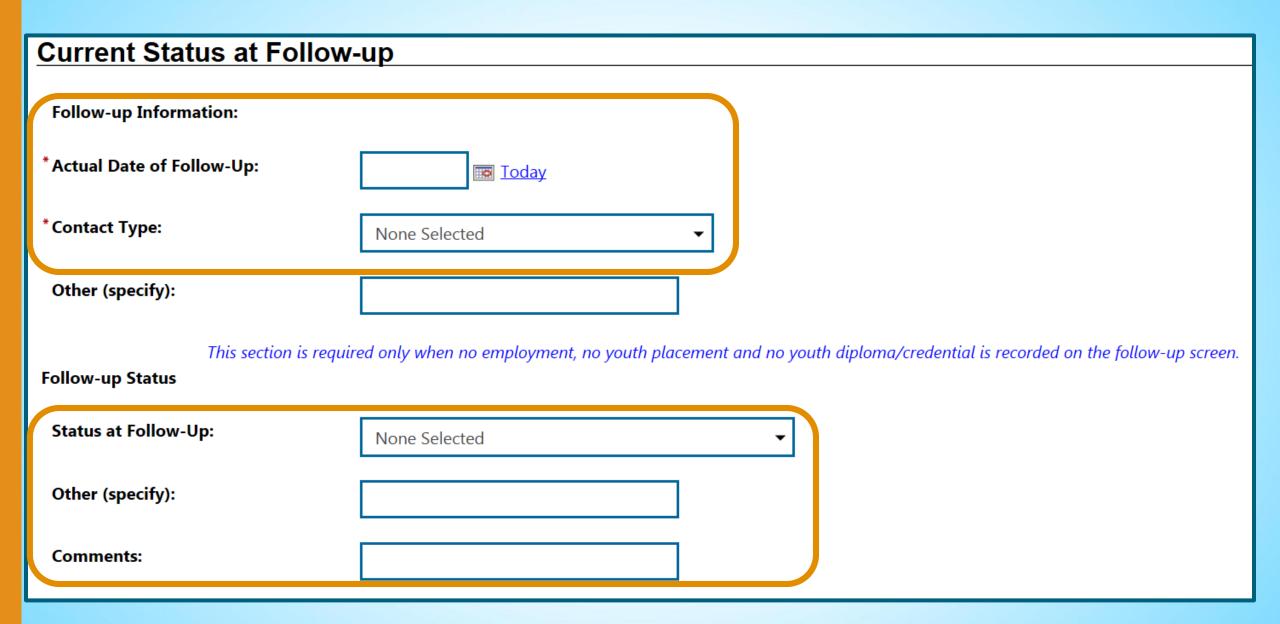
If previous employment was entered in the closure form or in previous follow-ups, the information will appear here

Qtr	Employer Name	Primary Employer	Job Title	Start Date	End Date	Non-Traditional	Training Related	Action
1	Comfort Keepers	Yes	Caregiver	07/23/2018		No	No	Edit Delete



None Selected

Occupational Skills Training (including advanced training)
Post-secondary Education
Secondary Education
No Placement



Follow-Up Forms

■ Follow-ups

4

Create Local Follow Up

Search:

Required By	Date Complete	Status	Follow Up Type
03/31/2019	03/31/2019	Completed	1st Quarter After Exit
06/30/2019	06/30/2019	Completed	2nd Quarter After Exit
09/30/2019		Required	3rd Quarter After Exit
12/31/2019		Required	4th Quarter After Exit

Participant Reports

Participant Reports

- Credentials
- Case Closure Reportable Performance Indicator



Credentials Report

This report displays credential attainment information entered into an individual's credentials ribbon within their program application.



Case Management Reports > Case Load Credentials

2

□ Reports My Reports **Summary Reports Detailed Reports Custom Reports** Ad-Hoc Query Wizard Federal Reports Community College Reports Live Data

Case Management Reports Case Load Case Load - Non-WIOA Display Case Load Reports Display Case Load - Non-WIOA Reports Case Load - WIOA Documentation Display Documentation Reports Display Case Load - WIOA Reports Case Load: Advanced **Payment** Active Cases Display Paymen Application 3 Case Closure Employment Case Closure Reportable Performance Indicators Co-Enrollment Summary Staff Referrals Days since Last Active Service Display Staff Re

Enrollment Summary By LWIA

Obtained Employment

Projected Begin Dates

Summary

Quarterly Follow Up Status

Veteran Data Discrepancies

• Hourly Wage Before and After Enrollment

· Active Enrollment · Assigned Case Load · Case Closure Information • Case Summary By Application Date Credentials Eligibility Enrollments Exited Cases · Measurable Skill Gains Participants Co-enrolled in Partner Programs Projected End Dates · Soon to Exit Cases Targeted Measurable Skill Gain Exit Reason Summary

Report Filters

Program:

Title I - Workforce Development (WIOA)

Customer Group:

None Selected
Adult
Youth
Dislocated Worker

Grant Status:

MonWIOA Special Grant

Available Grants:

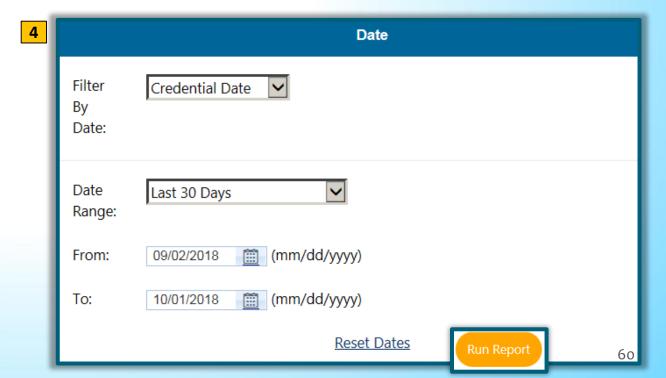
(Press Ctrl to select multiple items)

Active O Inactive O All

NonWIOA Special Grant

399 - 2040 - Youth Ex-Offender Participant
402 - AB 2060 3.0 Participants
414 - P2E Direct Services
415 - P2E Supportive Services / Earn and Learn

Location Region/LWDB Status: Αll Active Inactive Region/LWDB: County of Yolo Health and Human Services Agency City of Anaheim Workforce Development Division (Press Ctrl to select WIOA Statewide Grant Contractor multiple items) Allan Hancock Joint Community College District Office Status: Active Inactive Office OUALITY CARE HEALTH RCF Richmond Community Foundation Location: RSE Rising Sun Energy Center (Press Ctrl to select RUBICON PROGRAMS, INC. multiple items)



Grant

•

 \blacksquare

Results

Credentials

Program: Title I - Workforce Development (WIOA) Region/LWIA: WIOA Statewide Grant Contractor Office: ELD ABLE-DISABLED ADVOCACY, INC.

> Grant Type: Statewide Adult Grant: 411 - 1152- DEA Phase V Credentials with Provider Only: No Filter By Date: Credential Date Date Range: 8/2/2018 - 8/1/2019

\$	\$	‡	‡	‡	\$	\$	\$	‡	\$	\$	\$	\$
User ID	State ID	App ID	Name	Office	Participation Date	Closure Date	Exit Date	Assigned Staff	Credential Type	Credential Date	Provider	Page Reported
<u>36750</u>	34166	2243231	Morgan, Tim	ELD ABLE-DISABLED ADVOCACY, INC.	06/12/2019	06/13/2019			Occupational Skills Certificate or Credential	06/13/2019	Cheese Institute of America	Enrollment ID:2812116
\$	\$	‡	‡	‡	\$	\$	\$	\$	\$	\$	‡	‡
User ID	Statte ID	App ID	Name	Office	Participation Date	Closure Date	Exit Date	Assigned Staff	Credential Type	Credential Date	Provider	Page Reported
	Total Individuals:						al Individuals: 1			Total	Credentials: 1	

Case Closure Reportable Performance Indicator

This report shows performance indicator information pertaining to credentials, school status and diploma, and employment placement. Much of this data is derived from the Case Closure form in the individual's profile.



Case Management Reports > Case Load Case Closure Reportable Performance Indicators

□ Reports My Reports **Summary Reports Detailed Reports Custom Reports** Ad-Hoc Query Wizard Federal Reports Community College Reports Live Data

Case Load Case Load - WIOA Case Load: Advanced Active Cases Application Case Closure Employment • Case Closure Reportable Performance Indicators Co-Enrollment Summary Days since Last Active Service • Enrollment Summary By LWIA Hourly Wage Before and After Enrollment Obtained Employment • Projected Begin Dates **Quarterly Follow Up Status** Summary Veteran Data Discrepancies

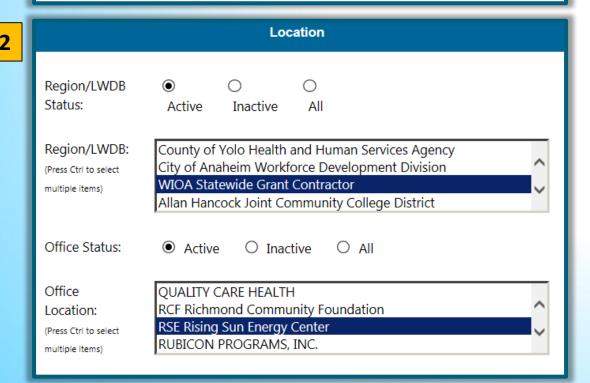
3

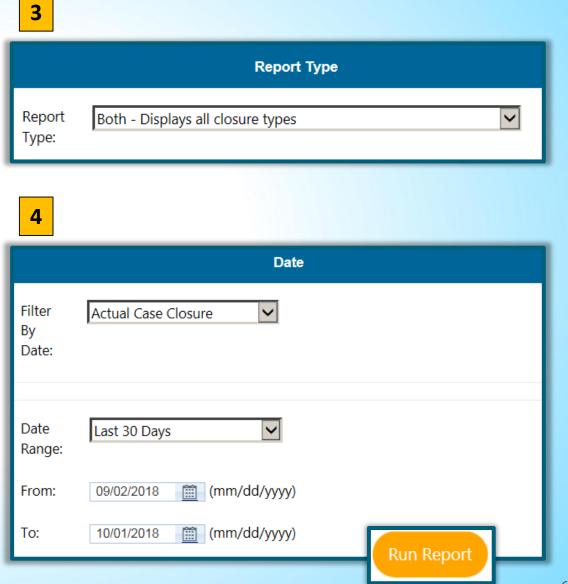
Case Management Reports Case Load - Non-WIOA Display Case Load Reports Display Case Load - Non-WIOA Reports Documentation Display Case Load - WIOA Reports **Display Documentation Reports** Active Enrollment · Assigned Case Load Case Closure Information nmary By Application Date Credentials • Eligibility Enrollments Exited Cases Measurable Skill Gains • Participants Co-enrolled in Partner Programs Projected End Dates · Soon to Exit Cases • Targeted Measurable Skill Gain · Exit Reason Summary

Report Filters

Program: Title I - Workforce Development (WIOA)

Customer Group: None Selected Adult Youth Dislocated Worker





Results

Case Management Reports Case Closure Reportable Performance Indicators - Detail Report

- Report Type: Both - Displays all closure types
- Program: Workforce Innovation and Opportunity Act (WIOA) Program
- Customer Group: Adult
- LWIA/Region: Alameda County Workforce Investment Board
- Filter By Date: Actual Case Closure
- Date Range: 01/01/2017 - 06/14/2017

^{*} Indicates that column may be used for federal reporting when all countable criteria is met, please refer to your programs guidance on when data is countable for performance

01 - Alamed	01 - Alameda County Workforce Investment Board										
\$	‡	\$	\$	\$	\$	‡	\$				
App #	State ID	Name	Office	Case Manager	Credential*	Credential Other	CredentialDate*				
14281867	29425298	LEAK, JESSICA	ALA Eden AJCC	Leroy Gainey	Occupational Skills Certificate or Credential		11/14/2014				
14746749	1000925500	Darghous, Chams	ALA Tri Cities AJCC	Trisha Tran	Occupational Skills Certificate or Credential		12/17/2015				
14767360	988437583	REYNOSO, RENE	ALA Eden AJCC	Chelsea Detweiler							
14774778	<u>1001093745</u>	Kankou, Artisom	ALA Alameda AJCC	Nia Ford	Occupational Skills Certificate or Credential		08/30/2015				

\$	\$	\$	\$	‡	\$	\$
School Status*	Attained Diploma*	Diploma Date*	Entered Employment	Youth Placement	Placement Date	Close Date
			09/11/2016			01/03/2017
Not attending school,H.S. Graduate						03/07/2017
			02/27/2017			02/27/2017
			12/01/2015			02/07/2017

Day 3 Summary

- Demonstrated how to record Measureable Skill Gains (MSG) and Credential Attainment
- Distinguished Closure, Exit, and Outcome
- Completed Closure Form
- Entered Follow-Up Activities and Follow-Up Forms
- Reviewed Participant Reports

Questions

