WIOA at Year 5: Performance Accountability of the VR Program

12th Annual Summit on
Performance Management Excellence
Portland, ME
September 6, 2019

Introductions

Mark Schultz, *Commissioner*
    Rehabilitation Services Administration

Christopher Pope, *Chief*
    Data Collection and Analysis Unit

Andy Kerns, *Information Technology Specialist*
    Data Collection and Analysis Unit
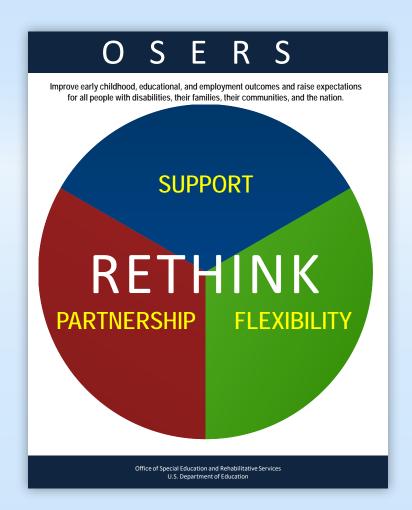
Commissioner Remarks

OSERS

Improve early childhood, educational, and employment outcomes and raise expectations for
all people with disabilities, their families, their communities, and the nation.

RETHINK

OSERS will rethink anything and everything to ensure that we are in the best position to achieve our mission.

- **Address** deeply embedded and complex issues

- **Question** systems that do not facilitate the kind of improvement we know is necessary

- **Confront** structures that limit opportunities for individuals with disabilities

- **Change** policies and practices that put the needs of a system over the needs of the individual

- **Challenge** mindsets that appear intent on preserving the status quo

OSERS

Improve early childhood, educational, and employment outcomes and raise expectations for all people with disabilities, their families, their communities, and the nation.

SUPPORT

RETHINK

PARTNERSHIP FLEXIBILITY

ReThink VR Performance: Objective Statement

In partnership, RSA, CSAVR, NCSAB, and VR agencies are committed to rethinking the way we look at the performance of the VR program, improving results, and maintaining high expectations of both the VR program and individuals with disabilities.

Using data in our decision making, we will identify strategies that RSA and VR agencies may adopt to foster continuous improvement, collaboration, and maximize high-quality employment opportunities for customers served by the VR program.

ReThink VR Performance: Priorities

1. Performance Data
2. Flexibility and Reduction of Burden
3. Knowledge Gap (among State Agency Directors and Staff)
4. Technical Assistance
5. Turnover of State Agency Staff
6. Messaging the VR program
7. Monitoring

Overview

1. WIOA Annual Reports
2. PY 17 and Preliminary PY 18 Data
3. PY 2020-2023 State Plans and Negotiating Levels Performance
4. Case Service Report (RSA-911)
5. SWIS Update
6. Website News
7. Q&A

WIOA Annual Reports

Program Years
2016, 2017, and 2018

WIOA Performance Indicators

1. Measurable Skill Gains (MSG)
2. Credential Attainment
3. Median Earnings 2nd Quarter after Exit
4. Employment Rate 2nd Quarter After Exit
5. Employment Rate 4th Quarter After Exit
6. Effectiveness in Serving Employers

PY 2016 WIOA Annual Reports

- Title IV (VR Program)
  - WIOA Annual Report Not Published

- Title I (Adult, Dislocated Worker, and Youth)
  - MSG only

- Title II (AEFLA)
  - MSG only

- Title III (Wagner-Peyser ES)
  - Performance Indicator Data Not Published

PY 2017 WIOA Annual Reports

- Title IV (VR Program)
  - MSG only

- Title I (Adult, Dislocated Worker, and Youth)
  - MSG
  - Median Earnings 2nd Quarter after Exit
  - Employment 2nd Quarter after Exit

- Title II (AEFLA)
  - MSG
  - Median Earnings 2nd Quarter after Exit
  - Employment 2nd Quarter after Exit

- Title III (Wagner-Peyser ES)
  - Median Earnings 2nd Quarter after Exit
  - Employment 2nd Quarter after Exit

PY 2018 WIOA Annual Reports

- Title IV (VR Program)
  - MSG
  - Median Earnings 2nd Quarter after Exit
  - Employment 2nd Quarter after Exit

- Title I (Adult, Dislocated Worker, and Youth)
  - MSG
  - Credential Attainment
  - Median Earnings 2nd Quarter after Exit
  - Employment 2nd Quarter after Exit
  - Employment 4th Quarter after Exit

- Title II (AEFLA)
  - MSG
  - Credential Attainment
  - Median Earnings 2nd Quarter after Exit
  - Employment 2nd Quarter after Exit
  - Employment 4th Quarter after Exit

- Title III (Wagner-Peyser ES)
  - Median Earnings 2nd Quarter after Exit
  - Employment 2nd Quarter after Exit
  - Employment 4th Quarter after Exit

PY 2018 WIOA Annual Reports

The following requirements in section 116(f)(1)(B) of WIOA and the jointly administered regulations in 34 CFR Section 361.185 as outlined in RSA-TAC-17-05 provide that:

- States must submit the WIOA Statewide Performance Report by October 1, 2019.
  - Note: General and Blind VR agencies must coordinate with each other to submit this information for the State.

- A State that fails to submit its performance report under section 116(d) of WIOA could face financial sanctions pursuant to section 116(f)(1)(B) of WIOA.

PY 2018 WIOA Annual Reports

- State VR Agencies must notify RSA, as soon as possible, but no later than 30 days prior to the established deadline for submission, of a potential impact on the State's ability to submit its State annual performance report.

- Requests for extensions for PY 2018 must have been received by September 3, 2019.

- In circumstances where unexpected events occur less than 30 days before the established deadline for submission of the State annual performance reports, the U.S. Departments of Labor and Education will review requests for extending the reporting deadline.

PY 2018 WIOA Annual Reports

Number Served (Reportable Individual)	7/01/18 to 6/30/19
Number Exited (Reportable Individual)	4/01/18 to 3/31/19
Funds Expended	7/01/18 to 6/30/19
Number Served (Participant)	7/01/18 to 6/30/19
Number Exited (Participant)	4/1/18 to 3/31/19
Employment Rate Second Quarter After Exit	7/01/17 to 6/30/18
Employment Rate Fourth Quarter After Exit	1/01/17 to 12/31/17
Median Earnings Second Quarter After Exit	7/01/17 to 6/30/18
Credential Attainment Rate	1/01/17 to 12/31/17
Measurable Skill Gains	7/01/18 to 6/30/19
Effectiveness in Serving Employers - Retention With Same Employer	1/01/17 to 12/31/17
Effectiveness in Serving Employers - Repeat Business Customers	7/01/18 to 6/30/19
Effectiveness in Serving Employers - Employer Penetration Rate	7/01/18 to 6/30/19
Veterans' Priority of Service	7/01/18 to 6/30/19

PY 17 and Preliminary PY 18 VR Program Data

Preliminary VR Program Data

- Number of Applicants
  - PY17: 473,609
  - PY18: 447,282

- Number of Eligible Individuals
  - PY17: 414,531
  - PY18: 398,209

Preliminary VR Program Data

- Number of Participants
  - PY17: 932,835
  - PY18: 916,067

- Number of Participants Who Exited During PY
  - PY17: 311,748
  - PY18: 300,786

Preliminary VR Program Data

- Percentage of Participants with Disabilities
  - PY17: 928,128/932,835 = 99.5%
  - PY18: 915,301/916,067 = 99.9%

- Percentage of Participants Age 24 and Under
  - PY17: 456,970/932,835 = 48.9%
  - PY18: 463,166/916,067 = 50.5%

- Percentage of Participants Age 25 and Older
  - PY17: 476,437/932,835 = 51.1%
  - PY18: 451,591/916,067 = 49.3%

Preliminary VR Program Data

- Number of Students with Disabilities Reported
  - PY17: 525,958
  - PY18: 638,594

- Number of Potentially Eligible Students with Disabilities
  - PY17: 85,245
  - PY18: 137,780

- Number of Students with Disabilities who Received Pre-Employment Transition Services
  - PY17: 179,716
  - PY18: 248,318

Preliminary VR Program Data

- Number of Participants who Earned MSG
  - PY17: 43,496
  - PY18: 52,933

- Number of MSGs Earned
  - PY17: 46,065
  - PY18: 55,483

- MSG Rate
  - PY17: 21.1%
  - PY18: 24.0%

Preliminary VR Program Data

- Employment Rate 2nd Quarter after Exit
  - PY18: 40.6%

- Median Earnings 2nd Quarter after Exit
  - PY18: $3,710.00

- Lowest Earnings 2nd Quarter after Exit
  - PY18: $0.01

- Highest Earnings 2nd Quarter after Exit
  - PY18: $498,329.00

Preliminary VR Program Data

- Number of Participants exiting with employment:
  - PY17: 152,425
  - PY18: 142,721

- Number of Participants exiting w/o employment:
  - PY17: 156,683
  - PY18: 157,293

- Employment Rate
  - PY17: 49.3%
  - PY18: 47.6%

State Plans and Negotiating Levels of Performance

WIOA Unified/Combined State Plan:

Program Years 2020 and 2021 and

Program Years 2022 and 2023

PY 2020-2023 State Plans

- DOL and ED will issue guidance regarding the PY 2020-2023 Plans to provide submission instructions and due dates.

- Planning requirements will remain mostly the same as the requirements for the PY 2016-2019 Plans.

- DOL and ED anticipate that States may begin officially submitting plans in early March 2020 for the PY 2020-2023 WIOA State Plans; however, the portal will open for plan entries before March.

State Plans (continued)

- The Departments will request that States contact the Departments for submission delays past April 1, 2020, and will provide additional details in the forthcoming guidance.

- State agencies, including State Labor Market Information offices, should partner with State Workforce Development Boards to develop Plans now.

- DOL and ED also plan to issue guidance regarding the negotiation of performance levels and performance sanctions before the end of the 2019.

VR Program Data Availability

- MSG

  - Program Year Data Available: PYs 2017 and 2018

  - When States submit Plans in March/April 2020, RSA will also have PY 2019 Q1 and Q2 reports.

  - RSA will establish levels of performance with VR programs for MSG.

- MSG, Credential Attainment, Median Earning 2nd Quarter after Exit, and Employment 2nd and 4th Quarters after Exit

  - Program Year Data Available: PYs 2017, 2018, 2019, 2020

  - When States submit Plans in March/April 2022, RSA will also have PY 2021 Q1 and Q2 reports.

Effectiveness in Serving Employers

- During the pilot, there will be three approaches for measuring Effectiveness in Serving Employers. The core programs must select <u>two</u> of these three approaches to report on this indicator. They may also establish and report on a <u>third</u> State-specific approach, in addition to the <u>two</u> approaches selected:

  1. Retention with the Same Employer
  2. Repeat Business Customers
  3. Employer Penetration Rate

Effectiveness in Serving Employers

- Baseline Indicator for All Core Programs during Pilot:
  - PYs 2016 and 2017
  - PYs 2018 and 2019
  - PYs 2020 and 2021

- Core programs are expected to collect data and report on this indicator for PY 2020 and PY 2021 as they did for PY 2016-2019 State Plans.

  WINTAC Resource: *Effectiveness in Serving Employers: A [Crosswalk](#) for WIOA Title IV Employer Services.*

Case Service Report (RSA-911)

RSA-PD-16-04 vs. RSA-PD-19-03

RSA-911 Overview

- Revised RSA-911:
  - Number of Data Elements
    - 94 existing Data Elements removed
    - 14 new Data Elements
  - New Layout
    - Case service report in PD 19-03 is Excel-based
    - New Data Elements added to the end of the RSA-911
    - Deleted Data Elements will be left blank
  - Implementation Timeline: July 1, 2020
  - Expiration of OMB Approval: April 30, 2022
    - RSA-911 will expire during PY 2022

Highlights of RSA-911 Changes

- Deleted Data Elements
  - Benefits at Application
  - Benefits at Exit
  - Enrollments
  - Employment Outcome Results
  - Comparable Benefits Providers
  - Employment 1st and 3rd Quarters After Exit
  - Data Element 48: Date of Most Recent or Amended IPE

Highlights of RSA-911 Changes

- New Data Elements
  - Benefits at Application
  - Benefits at Exit
  - Data Element 398: Date of Initial IPE
  - Data Element 399: IPE Development Extension
  - Work-Based Learning Experience

Upcoming RSA-911 Training

- The WINTAC and RSA will provide a series of eight mini-webinars on the RSA-911.

- Two webinars per month beginning in October 2019 through January 2020.

- Topics will include:
  - Background Information
  - Reporting Services Provided and Funds Expended
  - Pre-Employment Transition Services
  - Supported Employment Services
  - MSG, Credential Attainment, and Post-Exit Measures

RSA-911 Correction Procedures

https://www2.ed.gov/rschstat/eval/rehab/rsa-911-correction-procedures.pdf

May 13, 2019

RSA-911 Correction Procedures

Within the Program Year's reporting period, agencies may internally correct any Data Element except the following three:

- Data Element 5: Unique Identifier;
- Data Element 6: Social Security Number; and
- Data Element 7: Date of Application

RSA will consider the most recently reported value as the correct value for any Data Element that does not allow multiple values.

Agencies must request all corrections to Data Elements 5, 6, and 7 by sending an encrypted file by email to RSAData@ed.gov.

- For more information, review procedures.

Correction Procedures (continued)

Agencies may request that RSA disapprove a previous RSA-911 report so the agency may submit the report again with the corrected information within that Program Year's reporting period.

- RSA will only consider requests to disapprove quarterly reports and allow agencies to resubmit if agencies make the request within the Program Year's reporting period.
- If an agency requests to resubmit a prior Program Year's quarterly report and the reporting period for that Program Year has concluded, RSA will not consider the request.
- RSA will review each request on a case-by-case basis and may follow-up with the agency if more information is needed.

RSA-911 Crosswalk

https://www2.ed.gov/rschstat/eval/rehab/case-service-report-rsa-911-crosswalk-of-changes.xlsx

August 14, 2019

RSA-911 Crosswalk

- To assist State VR agencies with collecting and reporting VR program data, RSA developed a crosswalk of changes made to RSA-911 from PD-16-04 to PD-19-03.

- These changes pertain to some RSA-911 Data Elements and various code values specified in the appendices.

RSA-911 Crosswalk: Example

RSA-911 PD 16-04		RSA-911 PD19-03	
Code	Source of Referral at Application		Source of Referral
1	14(c) Certificate Holders	01	14(c) Certificate Holders
2	Adult Education and Literacy Programs	02	Adult Education and Family Literacy Act Program (Title II of WIOA)
3	American Indian VR Services Program	03	American Indian VR Services Program (AIVRS)
4	Centers for Independent Living	04	Centers for Independent Living
5	Child Protective Services	29	Other Sources
6	Community Rehabilitation Programs	06	Service Providers
7	Consumer Organizations or Advocacy Groups	29	Other Sources
8	Department of Labor Employment and Training Service Programs for Adults, Dislocated Workers, and Youth	08	Adult, Dislocated Worker, and Youth Programs (Title I of WIOA)
9	Educational Institutions (Elementary/Secondary)	09	Elementary and Secondary Schools
10	Educational Institutions (Postsecondary)	10	Post-secondary Education Institutions
11	Employers	11	Employers
12	Extended Employment Providers	12	Extended Employment Providers
13	Faith Based Organizations	29	Other Sources
14	Family/Friends	19	Self-referral, friends, family
15	Intellectual and Developmental Disabilities Providers	15	Intellectual and Developmental Disability Agencies
16	Medical Health Provider (Public or Private)	16	Medical Health Providers
17	Mental Health Provider (Public or Private)	17	Mental Health Providers
18	Public Housing Authority	29	Other Sources
19	Self-referral	19	Self-referral, friends, family
20	Social Security Administration (Disability Determination Service or District office)	20	Social Security Administration
21	State Department of Correction/Juvenile Justice	29	Other Sources
22	Temporary Assistance for Needy Families (TANF)	22	Temporary Assistance for Needy Families (TANF)
23	Veteran's Benefits Administration (which includes VA Vocational Rehabilitation)	23	Veteran's Benefits or Health Administration
24	Veteran's Health Administration (the VA hospital system, as well as the VA transitional living, transitional employment, and compensated work therapy programs)	23	Veteran's Benefits or Health Administration
25	Wagner-Peyser Employment Service Program	25	Wagner-Peyser Act Employment Service Program (Title III of WIOA)
26	Welfare Agency (State or local government)	29	Other Sources
27	Worker's Compensation	27	Worker's Compensation
28	Other One-stop Partner	29	Other Sources
29	Other Sources	29	Other Sources
30	Other State Agencies	29	Other Sources
31	Other VR State Agencies	29	Other Sources
32	Other WIOA-funded Programs including Job Corps, YouthBuild, Indian and Native Americans, and Migrant and Seasonal Farmworker Programs	32	Other American Job Center or Workforce Development Programs

RSA-911 Edit Checks

- MSG Data Elements 343-347
- Exit
- Data Element 385: Wages 2nd Quarter After Exit

Using RSA-911 Data

Data-Informed Decision-Making and VR Program Improvement

Using RSA-911 Data

- RSA's Data Dashboards (6 Quarters)
- Monitoring Tables
- Service Record Reviews
- Eligibility/IPE Timeliness Data (PY 2018)
- MSG Data (PY 2017 and PY 2018)
- Specific Data Requests

Original SWIS Transition Plan

- Initial SWIS Operations: To ensure an orderly startup of and transition to the SWIS, particularly by programs not currently using the WRIS/WRIS2 (i.e., the AEFLA and VR programs), the Departments strongly encourage States to sign the SWIS Agreement prior to September 1, 2019.

- Transition Period: From September 1 to December 31, 2019, the SWIS and WRIS/WRIS2 will operate simultaneously. To minimize burden on the SUIAs, which will be processing the Wage Data Queries from all three systems during the transition, the Departments ask that States that have signed the SWIS have their Performance Accountability and Customer Information Agencies (PACIAs) for the AEFLA and the VR programs submit Requests for interstate Wage Data through the SWIS Clearinghouse until December 31, 2019.

- In other words, the only queries that will be submitted to the SWIS Clearinghouse during this time will be for the AEFLA and VR programs.
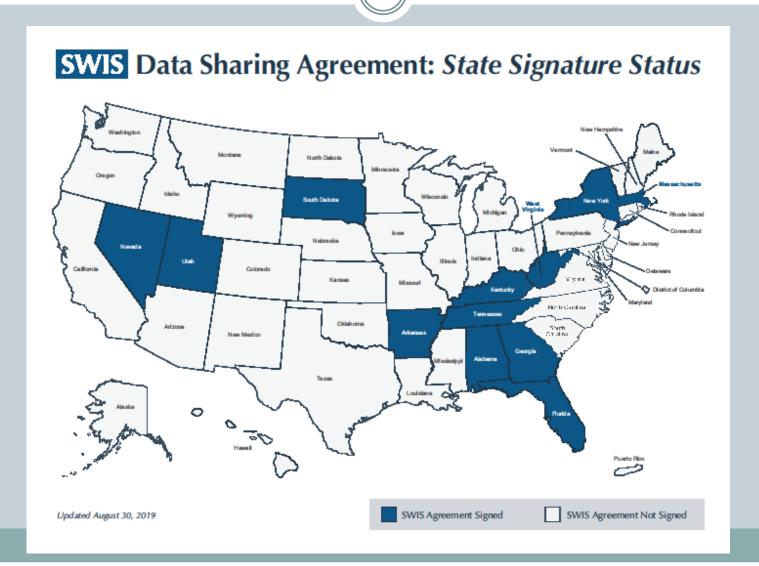
Original SWIS Transition Plan

- Between September 1, 2019 and December 31, 2019, PACIAs for programs administered by the U.S. Department of Labor should use the WRIS and WRIS2 Clearinghouse to submit Requests, just as they have done prior to the SWIS.

- Full SWIS Operations: All queries for wage data for all programs will be processed through the SWIS Clearinghouse effective January 1, 2020.

- WRIS/WRIS2 operations will cease on December 31, 2019.

- It is important that all States sign the SWIS Agreement prior to the end of calendar year 2019 to be able to continue interstate Wage Data exchanges efficiently.

Update to SWIS Transition Plan

- The Departments will continue to assess the number of States signed onto the SWIS.

- If there are not yet 25 States signed onto the SWIS Agreement by the end of October 2019, and participation by at least 25 States does not appear imminent at that time, the U.S. Department of Labor may extend operation of the WRIS and WRIS2 by one reporting quarter.

SWIS Signatories with SUIA

SWIS Data Sharing Agreement: *State Signature Status*

Updated August 30, 2019

SWIS Agreement Signed | SWIS Agreement Not Signed

Website News

RSA.ED.GOV and
WIOA State Plan Portal

Q&A

RSAData@ed.gov