STATE OF ARKANSAS
EMPLOYMENT SECURITY DEPARTMENT
Post Office Box 2981
Little Rock, Arkansas 72203-2981
www.accessarkansas.org/esd

Mike Huckabee
Governor

Ed Rolle
Director

EMPLOYMENT ASSISTANCE ISSUANCE PY 02-10

Ed Rolle, Director **June 27, 2003**

TO: Local Workforce Investment Boards, Arkansas Workforce Centers, All Local Offices Area Managers and ES Supervisors

SUBJECT: WIA, ES and UI Data Sharing and Reporting

1. **Purpose**: To provide technical guidance and clarification regarding the sharing of data pertaining to the required reporting for the Workforce Investment Act (WIA), Employment Service (ES) and Unemployment Insurance (UI) programs.

2. **General Information**: The Arkansas Employment Security Department (AESD) has received several questions and requests for data regarding client placements, follow-up and other services provided and reported by AESD on a monthly basis. There have also been questions as to the legality of capturing this and other data to report as WIA or Arkansas Workforce Center performance data.

   The following information, along with the attached Table, is provided as guidance and clarification regarding the sharing of data that is used for reporting and performance purposes among programs.

   To track retention and follow up of AESD placements as a core service, and key the information into the AWIS system for the sole purpose of obtaining credit towards performance, depends upon whether the individual has received a WIA funded staff-assisted service.

   The intent in capturing employment data under WIA is to increase performance. All credits, as they relate to performance, that a WIA entity can receive, depends on the factors of one of the two groups of measures for WIA performance. The first group of measures are related to employment as the primary outcome, or as a partial outcome, and require the use of the UI wage records as a data source. This group includes 14 of the current 17 measures. Therefore, employment (placements, entered employments, or otherwise) is a critical factor in calculating the local area's performance, as negotiated with the State (AWIB). In other words, more employment equals a higher calculated performance.

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"...It is important to keep in mind that an individual must receive a WIA funded staff-assisted core, intensive, or training service to trigger registration and include the person in the core measures. For example, in a One-Stop environment, if an individual received **only** Wagner Peyser funded core services or TANF funded case management, and did not receive any WIA funded staff-assisted core, intensive, or training services, that individual **would not** be registered for WIA and counted in the core measures. However, as long as an individual **has received** WIA funded staff-assisted core, intensive, or training and goes on to receive non-WIA funded partner services, that person would be registered for WIA and counted in the core services..."

"...To encourage integration of services and recognize shared contributions toward outcomes, the Department will use the following strategy for tracking and reporting across WIA Title funded (WIA funded programs) and other workforce investment partners. Once an individual has registered for WIA funded services, programs can claim credit for outcomes on core measures attained by participants who receive non-WIA funded services (such as those offered by One-Stop and School-to-Work partner programs). The non-WIA-funded partner programs that are included in the performance measurement system must be party to local Memorandums of Understanding (MOU). Each partner must have the capacity to track registered WIA participants until the individual exits (the definition of exit is in Section 4.D.) all WIA and non-WIA-funded partner services. Some methods for tracking participants across programs include specifying the non-WIA funded services, and providing follow-up services to individuals..."

Please be reminded that there is a different between a *self-service/informational* core service and a *staff-assisted* core service. There are numerous individuals receiving *self-service and/or informational* core services. These individuals are entered into AWIS as *One-Stop Registrants* only. At the point an individual begins to receive a *staff-assisted* core service (job search, job placement, etc.), he/she must be registered and entered into AWIS as a *WIA Title I-B participant*. Local Area WIA staff can create *participant* lists through AWIS and compare the lists with the UI wage records using the I-WAGE program.

The Labor Exchange Performance Measurement System implemented July 1, 2002, changed what AESD is required to report and make everyone's performance based on the same data elements. AESD is no longer required to report placements.

The labor exchange performance measurement includes labor exchange services provided to job seekers and employers under the Wagner-Peyser Act, and to veterans by Disabled Veterans' Outreach Program (DVOP) and Local Veterans' Employment Representative (LVER) staff under VETS programs, as specified in Title 38, U.S.C. Other publicly funded labor exchange services may be included in the labor exchange performance measurement system at the discretion of individual States.

The Labor Exchange Performance Measurement System will apply to jobseekers who are registered applicants will the public labor exchange and to employers who receive substantial service involving personal contact with AWC/One-Stop staff. The labor exchange performance measures are as follows:

- **Job Seeker Entered Employment Rate** (JSEER): The number of registered applicants who, in the first or second quarter following the registration quarter, earned wages from a new or different employer than that which the registered applicant earned wages in the quarter prior to registration.

- **Job Seeker Employment Retention Rate at Six Months**: Those applicants whose wages earned in the first and second quarter following registration were exclusively with the same employer from which wages were earned in the quarter prior to registration.

  (Registered Applicants: All job-seeking customers who registered or re-registered with the labor exchange during any of the previous four-calendar quarter.)

  - **Job Seeker Customer Satisfaction**:
  - **Employer Customer Satisfaction**

Job seekers under age 19 are excluded from the measure because there is a high likelihood of their being students and not seeking to work year round.

Capturing of data for "Entered Employment" and "Retention of Employment" can be automatically retrieved from the Wage file for AESD, through the ODDS and ENDS reporting system currently in place. However, due to the floating quarters, the first report of this data will not be available until October 1, 2003.

Local Area WIA or AWC staff can create participant lists through AWIS and compare the data with UI wage records, using the I-WAGE program as discussed above.

3. **Action Required**: Please advise the appropriate staff regarding the contents of this Issuance.

4. **Inquiries**: Contact your Workforce Development Specialist or the ES Technical staff.

5. **References**: Workforce Investment Act of 1998 (Pub. L. 105-220), Section 136, Workforce Investment Act, Interim Rule, 20 CFR Part 666, published at 64 Federal Register 18662 (April 5, 1999), and the United States Department of Labor Training and Employment Guidance Letter (TEGL) No. 7-99, Core and Customer Satisfaction Performance Measures for the Workforce Investment System, dated March 3, 2000.

6. **Attachment**: Excerpts from TEGL 7-99, Table 1: Registration for WIA Services. The examples in this table may be used to determine when to register or enroll an individual as a *WIA Title I-B participant*.

7. **Expiration Date**: Continuing.

Table 1: Registration for WIA Services

Core Services (Self-Service, Informational) No registration required	Core Services (Staff Assisted) Registration Required	Intensive Services Registration Required	Training Services Registration Required
Information on supportive services and referral to supportive services		Follow-up services, including counseling for registrants (those previously receiving intensive/training services) after entering employment	Job readiness training
Information regarding filing for Unemployment compensation			Adult education and literacy activities in combination with training
Assistance in establishing eligibility for welfare-to-work activities and for other training and education programs			Customized training
Resource room usage			
Internet browsing (job, information, and training searches)			
Internet accounts (Career Kit, Personnel Kit)			
Initial development of employment plan			
Talent referrals (informational, e.g., talent scouts, labor exchange referrals of resumes without further screening)			

Table 1: Registration for WIA Services

Core Services (Self-Service, Informational) No registration required	Core Services (Staff Assisted) Registration Required	Intensive Services Registration Required	Training Services Registration Required
Workshops and job clubs			
Determination of eligibility to receive assistance under WIA Title I-B	Staff assisted job search & placement assistance, including career counseling	Comprehensive & specialized assessment, such as diagnostic testing & interviewing	Occupational skills training
Outreach, intake (which may include WPRS referrals) & orientation to the One-Stop Center	Follow-up services, including counseling regarding the workplace	Full development of individual employment plan	On-the-job training
Initial assessment of skill levels, aptitudes, abilities & need for supportive services	Staff assisted job referrals (such as testing & background checks)	Group counseling	Workplace training & cooperative education programs
Employment statistics information including job vacancy listings, job skill requirements for job listings, & info. on demand occupations	Staff assisted job development (working with employer & jobseeker)	Individual counseling & career placement	Private sector training programs
Performance info. on eligible training providers	Staff assisted workshops and job clubs	Case management	Skill upgrading & retraining
Performance info. on the local One-Stop delivery system		Short-term pre-vocational services	Entrepreneurial training