Exit to Success: Improving Data Collection of Employment and Credential Indicators

NASDAE NATIONAL TRAINING INSTITUTE

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AIR

Session Objectives

- Review the definitions and calculations for post-exit indicators.

- Identify state challenges and explore strategies for effectively and accurately collecting these data.

- Explore approaches for collecting Social Security numbers.

- Identify strategies for collecting data, using surveys and other supplemental methods.

- Identify technical assistance needs around the indicators.

- Answer questions about NRS requirements and data collection.

Agenda

- Overview of postexit indicators and 2017-18 performance data

- Challenges in collecting employment indicators and Social Security numbers (SSNs)

- Approaches for obtaining SSNs and improving data collection

- Challenges in collecting credential indicator

- Using Supplemental Data Collection

  - Surveys

  - Other methods

- Discussion of technical assistance (TA) needs around collecting data for the postexit indicators

- NRS Q & A

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Review: WIOA Postexit Indicators

WIOA Postexit Indicators

- Performance data collected on only participants who exit the program

- Data collected for each Period of Participation (PoP)

- There are specific time frames for postexit data collection tied to the indicators

- Data are not collected on participants who are excluded from the indicators, as defined by joint guidance

Second Quarter Employment

Numerator	• All participants who are in the denominator, who were employed at any point in the second quarter after exiting the program.
Denominator	• All PoPs in which a participant has exited the program.

Fourth Quarter Employment

Numerator

- All participants who are in the denominator, who were employed at any point in the fourth quarter after exiting the program.

Denominator

- All PoPs in which a participant has exited the program.

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Median Earnings

Cohort Inclusion
- All participants who are employed in the second quarter after exit are included in the range of values for the Median Earnings Indicator.

Calculating Median
- The **quarterly** earnings for each participant included in the indicator is arranged in ascending or descending order of values and the middle number is selected as the state's median quarterly earnings value.
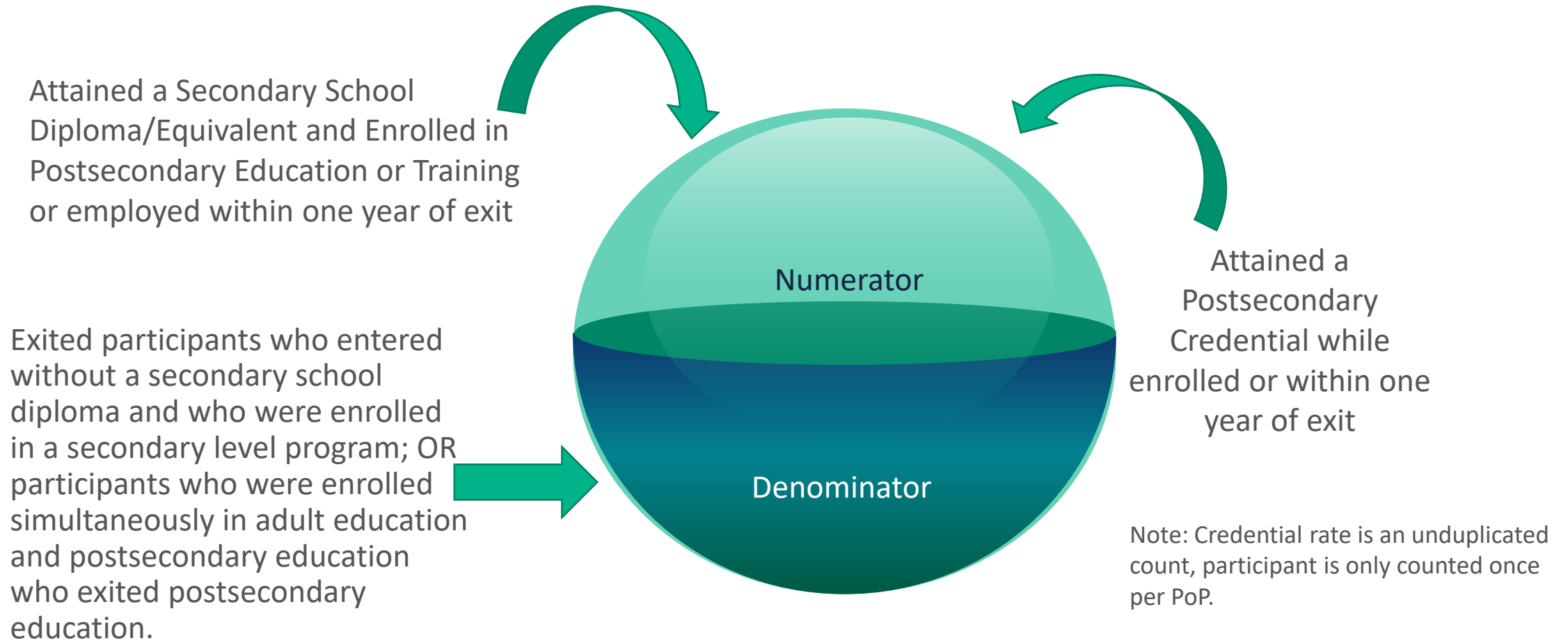
Unreported Wages
- Data matches or surveys resulting in $0 wages for a participant indicates that the participant should not be considered employed, and thus should not be counted in this indicator.
- Survey results with non-responses should be recorded as $1 median quarterly wages and included in the median calculation.

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Credential Indicator Rate

Attained a Secondary School Diploma/Equivalent and Enrolled in Postsecondary Education or Training or employed within one year of exit

Exited participants who entered without a secondary school diploma and who were enrolled in a secondary level program; OR participants who were enrolled simultaneously in adult education and postsecondary education who exited postsecondary education.

Numerator

Denominator

Attained a Postsecondary Credential while enrolled or within one year of exit

Note: Credential rate is an unduplicated count, participant is only counted once per PoP.

Participant Exit Periods for Reporting Postexit Indicators

Indicator	Participant Exit Period	Participant Exit Period For Program Year (PY) 2018 Reporting (submitted on October 1, 2019)
Second Quarter Employment	Program Year, One Year Previous	July 1 2017-June 30, 2018 PY 2017
Median Earnings	Program Year, One Year Previous	July 1 2017-June 30, 2018 PY 2017
Fourth Quarter Employment	Calendar Year, Two Years Previous to Report Date	January 1, 2017-December 31, 2017 (Last Two Quarters of PY 2016 and First Two Quarters of 2017)
Credential Attainment	Calendar Year Two Years Previous to Report Date	January 1, 2017-December 31, 2017 (Last Two Quarters of PY 2016 and First Two Quarters of 2017)

National Employment and Credential Indicator Rate Data for 2017-2018 (Program Year 2017)

Indicator	Number of Participants (PoPs)	Number Employed or Obtained Credential	Percentage Employed or Obtained Credential
Second Quarter Employment	1,070,239	273,981	25.6%
Fourth Quarter Employment	604,184	111,774	18.5%
Credential Attainment	124,168	19,246	15.5%

Considerations for Evaluating Indicator Data

- New indicators, including more participants for employment indicator

- Only half year data for fourth quarter employment and credential indicators

- Different time periods and cohorts of participants for each indicator

- No past data for evaluating performance level

    - Proxy data:

Data Element	Number of Participants
Participant Entered Employed (PY 2016)	541,926
Secondary Credentials Awarded (PY 2015)	97,070

QUESTIONS?
COMMENTS?
CONCERNS?

Data Collection Challenges: SSNs and Employment Indicators

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Challenges Collecting Indicator Data

Key consideration

- Missing data suppress indicator rates

- No accommodation for low response rate-missing data count as no achievement

Challenges

- Collecting SSNs

  - Education agencies not required to collect

  - State legal and ethical reasons for refusals

    - State, local provider and participant concerns about privacy and data use

  - Undocumented participants usually do not have SSNs

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Challenges Collecting Indicator Data (continued)

- **Tracking students**

  - Long time lag - up to two years after exit and schedule is confusing

  - Transient participants

- **Data Matching Issues**

  - Employment in different states

  - Format and output not compatible

  - Data sharing agreement issues

  - No single data source for credential data

- **Supplemental Data Collection Issues (Surveys and Wages)**

  - High burden on local programs

  - Limited resources for data collection

  - Lack of expertise in developing and conducting surveys and supplemental methods

Activity: Challenges in Your State

At your table, consider the four data collection challenges and how they have affected your state. Discuss the following questions and select a reporter to summarize the group discussion.

- What successes have you had in overcoming the challenges? What challenges do you still face?

  1. Obtaining SSNs from participants

  2. Tracking students over time for data collection

  3. Collecting the data through data matching

  4. Collecting the data through surveys or other supplemental methods

- Do you plan to change your approach or procedures in any of these areas in the next year?

Focus on Collecting SSNs

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Percentage of Participant SSNs Obtained: 10 States with Largest Enrollment

State	N Employed Second Q	Percent Employed Second Q	N Employed at Entry	Percent SSNs Obtained
State 1	15,643	40%	16,387	82%
State 2	11,637	44%	10,948	75%
State 3	9,505	32%	23,456	71%
State 4	9,673	30%	28,783	70%
State 5	32,846	38%	47,447	70%
State 6	8,693	34%	12,302	65%
State 9	27,113	26%	54,729	51%
State 8	24,201	33%	37,287	51%
State 9	10,066	27%	17,463	44%
State 10	1,385	<1%	104,734	<1%

Strategies for Improving Data Collection: SSN

- Make it a state priority through policies and messaging

  - Set target percentages for local providers

  - Inform and train staff on reasons and importance of collecting SSN and postexit indicator data

  - Offer incentives for meeting and/or sanctions for failing to meet targets

  - Include data elements in your state data system to identify staff that collect SSNs

  - Develop follow-up procedures for local programs

Support staff

- Understand reasons providers and participants are not providing SSN

  - Analyze programs and students—who is not providing them and why

More Strategies for Improving Collection of SSNs

- Use Technology

  - Use apps, text messaging, online registration requiring SSNs

- Involve Partners

  - Develop agreements with partners to share SSNs

- Inform students about why it is important

  - Consider framing in a way that highlights benefits to participants (e.g., improved funding, demonstrate benefits of program to future participants)

  - Make frequent requests for SSN : at enrollment, during enrollment, at postesting, at exit, after exit.

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Activity: Your Strategies for Collecting SSNs

- At your table, consider your state's rate of collecting SSNs and the strategies just presented, and others you may use in your state. Share your responses to the following.

- Your current rate of obtaining SSNs from participants

- Whether this is sufficient, and if not, what you would like it to be

- Are you using, or planning to use, any of the strategies to improve collection of SSNs from participants?

  - If not, provide advise to other states

Collecting Credential Indicator Data: Data Matching and Surveys

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Challenges to Collecting Credential Data

- Includes secondary and postsecondary credential

- Different participant cohorts for each credential

  - Secondary credential:

    - Entered with no secondary diploma and enrolled in secondary level instruction

    - Employment or postsecondary entry to count for secondary credential

  - Postsecondary credential:

    - Co-enrolled in adult education and postsecondary

- Tracking up to one year after exit

- No single database for data matching for credentials

Databases for Matching for Credential Indicator

- Secondary credential database

  - GED/HiSet testing database

- Postsecondary credential databases

  - Integrated Postsecondary Education Data System (IPEDS)

  - National Student Clearinghouse

  - At the institution level, state and local colleges

  - Institute for Higher Education Policy (IHEP)

  - Federal Student Aid (FSA)

Tips for Improving Credential Data Collection

- Provide training on credential indicator definitions and reporting requirements

- Have programs create and manage a list of all possible credentials participants can achieve

- Develop credential tracking and attainment reports in your state data system

- Determine accuracy and verification procedures with local program staff that includes
  - Training agency partners
  - local colleges
  - Employers

- See Tip Sheet on collecting postexit indicators in handouts for more tips

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Supplemental Data Collection

Supplemental methods when data match is not possible

- When there is no database, no participant SSN, no agreement with partner agencies

- Supplemental methods for employment and earnings

  - Copies of quarterly tax payment forms or pay stubs

  - Signed letter or from employer

  - Detailed case notes verified by employer

  - One-Stop operating systems' administrative records

  - Self-employment worksheets

- Supplemental method: Participant survey for employment and credential indicators

  - Used in adult education since WIA

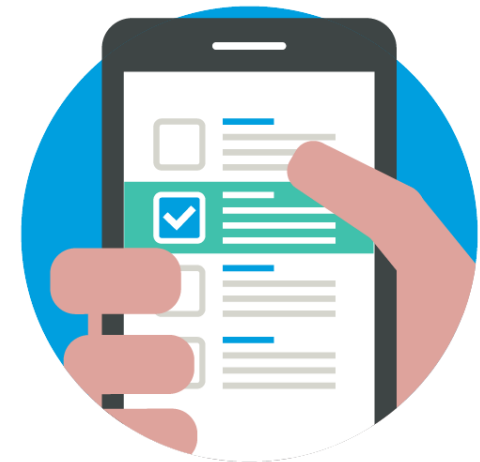# Strategies for Improving Survey Data Collection

Refer to Tip Sheet Handout

- Keep it Simple

  - Be brief, ask employment and credential data

  - Standardize for all programs to ask the same questions

- Inform Participants

  - Explain about importance of survey at intake

  - Provide copy of survey or questions

  - Continue to inform during enrollment and at exit

- Maintain Contact with Participants after Exit

  - Contact periodically

  - Use community networks

More Strategies for Improving Survey Data Collection

- Be strategic to conserve resources

  - Focus on larger programs, set goals for response rates

  - Reduce participant pool by identify those unlikely to respond or achieve the outcome (e.g., those not in labor force)

- Use technology

  - Apps, social media, texting

  - Integrate survey into state data system

  - Maintain reports in state database to identify and track exited participants by indicator

- Conduct survey quarterly

  - Follow timeline for indicators **(not reporting periods)**

Discussion on Developing and Conducting Surveys and Other Supplemental Data Collection Methods

- Do you conduct them in your state or have plans to? If yes:

  - How successful it been?

  - What has made them successful? What issues have you encountered?

- If no:

  - Do you have plans to start using surveys?

  - What challenges and successes have you ja din planning and starting them?

- Do you use any of the other supplemental data collection methods?

- What technical assistance needs do you have?

Technical Assistance Needs: Discussion

- What support and technical assistance from the NRS project can we provide with:

  - Implementing strategies to improve collection of SSNs from participants?

  - Collecting credential indicators?

  - Conducting surveys?

- NRS Training

  - Are you interested in participating in a workshop on data collection of postexit indicators?

  - What other topics would be helpful in this area for training?

Online Resources for TA

- NRS TA Guide

  - https://nrsweb.org/policy-data/nrs-ta-guide

- NRS Guide for Collecting Postexit Indicators

  - https://nrsweb.org/resources/demonstrating-success-technical-assistance-guide-collecting-postexit-indicators-word

- Activity Toolkit and recorded webinar on collecting postexit indicators

  - https://nrsweb.org/training-ta/webinars

NRS Questions

Thank You for Participating!

Safe travels home.

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