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**TO:** Ramsey County MFIP-Employment ES Providers

**FROM:** Kate Probert Fagundes - MFIP/DWP Employment Services Division Manager

**SUBJECT:** Performance Measure 11 Credentials Data Recording Procedure

**PURPOSE:** Workforce Solutions' MFIP Employment Service goals include the attainment of credentials and certificates, important milestones on a participant's career pathway. Participants with industry recognized and effective credential and certificates shall achieve greater employment and self-sufficiency outcomes.

As of January 1, 2014, WFS Assisted Services and partner ES agencies will be expected to incorporate credential and certificate plans into participant employment plans and pathway development strategies.

The 2014 ES report card will measure success with these goal outcomes:

- Measure 11A: 0.5% of all participants complete (not just pursue) a minimum of 1 stackable credential per quarter (this is 1 out of 200 participants).
- Measure 11B: 10% of participants with job search activities in the quarter complete a self-marketing credential (i.e. MN Ready certificate, Essential Skills certificate, etc.) per quarter.

**BACKGROUND:** There are numerous training and credentialing options to help participants to achieve necessary qualifications. The Workforce Investment Act (WIA) has defined approved training institutions and qualifying credentials and the Minnesota Department of Employment and Economic Development (DEED) has adopted these WIA definitions. WIA and DEED approved training providers are listed on [iSeek](http://www.iseek.org) at:  
<http://www.iseek.org/education/collegeList?area=&major=&instType=&wia=W&tuition=&x=27&y=10>

Self marketing credentials can be a certificate of program completion and/or evidence of a specific knowledge gained (i.e. expertise with online job search or completion of Networking 101). These self marketing credentials can be designed by the ES agency or other community partners. Examples of self marketing credentials include WFS' MN Ready or Essential Skills certificate. Another example is the National Career Readiness Certificate.

The keys to achieving satisfactory outcomes Performance Measures 11A and 11B are the end dates– specifically on having the end dates recorded. Success will be measured if the end date, not the start date, occurs during the quarter.

**PROCEDURES: Measure 11A**

1. When a participant chooses a training program (that will result in a credential or certificate), the employment counselor role is to provide information, support and encouragement to use a WIA approved education institution.
  - a. Coach participants to receive education from WIA approved or occupational certified providers.
  - b. Direct participants to find the most affordable WIA approved or occupational certified provider.
  - c. Unless the participant previously took grants/loans from a non WIA approved educational provider, or a unique training program is only offered by non WIA approved educational provider, only approve WIA approved or occupational certified educational providers.
  - d. Ensure that the Occupational Preparation Packet is complete; refer to the DWP/MFIP Education and Training Activity Policy Memo (WS2011-03) for details.
2. Once the program has been selected and the education plan approved, the employment counselor will use WF1 subtype “11ACR” to open the Credentials and Certificates Measure 11A as part of the appropriate activity (i.e. Vocational Training/ Education-12 months or less, Adult Basic Education (ABE), General Educational Development (GED) Training, etc.).
3. If an education diploma is used for a credential and WF1 has already coded the participant as having achieved that diploma before, WF1 might not allow the diploma to be entered again as a credential. The counselor must ask the data specialist to lower the education level in the “enrollment snapshot” before this procedure can be completed.
4. Once the credential, license, or certificate is earned, and the completion results are “satisfactorily completed”, the activity with subtype “11ACR” must be closed. After clicking on the “Activity” menu in the main navigation bar on the left, click on “Edit” under the “Action” column for the activity with the “11ACR” subtype open.
5. Enter the completion date in the “End Date” box under the heading “Close Activity” and “successful” by the “Completion results”.
6. Make note of the “End Date” entered for completing step #9 below and click on “Save” to close the activity. The measure will be counted in the quarter in which the activity end date occurs.
7. Immediately click on “Credential” in the main navigation bar on the left.

8. Enter the required “Program Sequence” and the “Credential Type” from the drop down menus.
9. For “Actual Attainment Date” you must enter the same end date just entered for closing the activity (from Step #6). The activity end date and credential attainment date must match in order to get credit for this measure (the new WF1 cannot link all activities to a credential).
10. If you closed the activity for a new diploma, go to the “Demographics” page under the heading “General” to update the just completed education level near the bottom, listed as Highest Level of Education.
11. If the participant continues with the same education activity after a credential has been completed and the activity closed, a new activity needs to be opened.
12. If the participant does not earn the certificate or credential in the quarter but continues to pursue the completion of the certificate in the same education activity, that activity can remain open for the next quarter.

#### **Measure 11B**

1. When a participant enrolls in a workshop or course for a self-marketing credential, open the existing job search activity. Only those with a job search activity count in this measure.
2. The employment counselor enters WF1 subtype “11BSM” to indicate that the Job Search activity is part of the Credentials and Certificates for Measure 11B.
3. Once the self-marketing credential is earned (the completion results are “satisfactorily completed” and recorded), the counselor follows the same procedures 4-10 for Measure 11A, except enter “Other Recognized Credential” for credential type.
4. Similar to Measure 11A, the job search activity must be closed with the same date as the credential’s “actual attainment date”.
5. After all those actions are completed, the measure will be counted in the quarter in which the end date occurs.
6. If the participant continues with job search activities, a new activity needs to be opened.

**EFFECTIVE:** September 1, 2014

**WFS CONTACT:** Your Agency Lead Planner