

## Ramsey County Workforce Solutions MFIP Employment Services New Performance Outcomes Procedures for 2014



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## What we will cover

- Overview of new Report Card
- General description of new procedures
- Additional steps and WF1 screens for job retention
- New WF1 codes and screens for career coaching, credentials, assessment activities, and credentials.
- Existing procedures measured in the Report Card

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## Goals of MFIP

- To encourage and enable all families to find employment;
- To help families increase their income and move out of poverty;
- To prevent long-term use of welfare as a primary source of family income.



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## Current and New Measures

**2013 Report Card**  
(5 measures—6 parts)



**Current Operations  
Becoming Performance  
Measures with Existing  
WF1 and MAXIS Data**  
(5 measures—11 parts)



Job retention, credentials, coaching, assessment activities, diploma/certificates, labor market activities with new data recording procedures  
(3 measures—7 parts)

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## What's New?

- Get even more familiar with sub types for:
  - Career coaching
  - Assessment activities
  - Labor market intelligence
  - Certificates
  - Credentials, including "stackable"
- Job retention measure using WF1 follow-up instead of sub types



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## Job Retention— 3 Months Off MFIP

- Measure 2A:
  - Counts participants ineligible for MFIP on MAXIS
  - Exiting WF1 does not matter
  - Last month on MFIP working based on MAXIS
- End of second month off MFIP, evaluator sends list of participants, with latest address and phone number.
- During third month, agencies contact participants to determine if employed any hours.



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## General Job Retention Process

- Beginning in third month, start contacting participants on list.
- May need second phone number or new contact info.
- Ask if working or not, regardless of employer or number of hours per week
- Find MFIP case on WF1 and determine if open or exited
- If they are still open, exit the MFIP case on WF1 and then complete the procedures (next slide)
- If already exited from WF1, just go to "Program" tab.

## Job Retention WF1 Procedures After Contact

- On "Program" tab click on "Outcome" menu
- Under "Action" column click on "Follow-up"
- If necessary, click on "add new follow-up"

Outcome Summary

WF1 Exit Reason is not used

| Program | Prog Seq | Program Error Code | Program Exit Date | Exit Reason      | Staff Assigned | Agency                                | Action    |
|---------|----------|--------------------|-------------------|------------------|----------------|---------------------------------------|-----------|
| MFIP    | 3        | 06/18/2013         | 11/25/2013        | Moved from Area  | A Bahn         | Workforce Solutions N.S.P.            | Follow-up |
| MFIP    | 1        | 12/04/2012         | 04/27/2013        | Moved from Area  | A Bahn         | Workforce Solutions N.S.P.            | Follow-up |
| DWP     | 1        | 08/01/2012         | 11/30/2012        | Referred to MFIP | N Yang         | Workforce Solutions Kellogg 4th Floor | Follow-up |

Region: 13 Home Search Results Add Tracker Tracker Agency Select Staff Select Monitor Select Help Logout

Internet | Protected Mode: Off

## Job Retention Procedures 2A, Finishing

- In follow-up screen, enter the required fields:
  - Contact Date: date of contact
  - Follow Up Interval: "Other" (specific interval may cause WF1 error)
  - Contact Method: "Phone" or other
  - Labor Force Status: (enter results of contact)
  - Close: scroll down screen and click on "Save"
- If participant exited with UE, the default will be employed FT/PT
  - Be sure to change labor force status if not currently employed
- No sub type needed. The groups chosen in this outcome are determined by MFIP eligibility and employment when last on MAXIS, not from WF1.

## Job Retention Procedures 2A, Follow-up Screen

Followup New

Basic Follow Up Employment Information 1 Employment Information 2

Program: MFIP  
 Program Sequence: 1  
 Agency: HRED Midway Griggs - Ramsey County  
 Staff Assigned: Alan W Wanless  
 Exit Date: 01/02/2014

Basic Follow Up

\* indicates required information

Contact Date:

Follow Up Interval:  Other

Contact Method:  Phone or Other

Labor Force Status:  None Selected

Certification Type Attained:  None Selected

Employed Full Time ☐

Employed Part Time ☐

Not in the Labor Force ☐

Unemployed ☐

High School Diploma ☐

Technical or Occupational Skills License ☐

AA or AS Diploma/Degree ☐

BA or BS Diploma/Degree ☐

Contact Date

Result of Contact

## Job Retention Procedures 2A, Closing

- When fields on "Follow-up" are filled, scroll down and click on "Save".
  - Do not leave screen without saving first
- If participant cannot be contacted after multiple attempts, then choose "Unable to Contact" for method. Enter current date and "Other" for interval but do not enter anything for labor force status.
- They will be excluded entirely from the measure
- Measure 2B counts those still on MFIP three months after working, based on MAXIS work hours and eligibility. No other procedures needed.



## Career Coaching, Assessment Activity, Labor Market Intelligence Hours

- For all three measures 10A-C, at least three participation hours per quarter, or average 1 per month, expected for 50% of all participants
- WFS defines career planning, assessment activity, and labor market intelligence activities in the "Operational Definition" documents at the WFS Provider Web site.
- When the participant engages in those activities, open "Other" activity on WF1, or "job search" if applicable.
- Enter the relevant sub type.



## Career Coaching, Assessment Activity, Labor Market Intelligence Hours

Open Activity Status [Top](#)

Enter 5 character subtype

\* Activity Status Type:  or job search if applicable

Activity Status SubType:

\* Start Date:


Estimated End Date:

Estimated Hours:

For 10A: 10ACC for "career coaching"

For 10B: 10BSI for "strengths interests" from assessment activities

For 10C: 10CLM for "labor market"

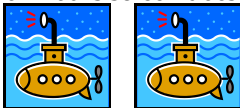


## Career Coaching, Assessment Activity, Labor Market Intelligence Hours

- After participant engages in activities, record hours for the month like any activity in mass participation hours screen under "Other" or "job search" with the relevant subtype.
- Only the hours count toward the measure, not just opening the activity and sub type
- If in a different "Other" activity or multiple activities for 10A-C, open new activity screens with new sub types.

## Career Coaching, Assessment Activity, Labor Market Intelligence Hours and Subtypes

- The mass participation hours screen does not show sub types.
- Sub types for same overall activity for the same participant should have different start dates.
- A preliminary list of activities with subtypes and hours from WFS can help keep track which activities are for which measure.



## ... Take a breath ...

One more new procedure



## Stackable and Self-Marketing Credentials

- For measures 11A-B, completing the credential during the calendar quarter counts.
- 1 of 200 (0.5%) participants must acquire a stackable credential: 11A
- 10% of participants with a job search activity in a quarter must acquire a self-marketing credential: 11B



## Stackable and Self-Marketing Credentials, cont'd

- For measures 11A-B, completing the credential during the calendar quarter counts.
- WFS defines the credentials in the "Operational Definition" documents in WFS Provider Web site.
- Diplomas and other educational degrees and certificates count as "credentials" in 11A.
- Must close an activity with actual achievement date and relevant subtype



## Credentials Activity - Open

- For 11A use any relevant activity to enter "stackable" credential
- For 11B use a new job search activity, not a current job search activity

**Open Activity Status** [Top](#)

\* Activity Status Type: 

Activity Status SubType:

\* Start Date:


Estimated End Date:

Estimated Hours:

**Enter 5 character subtype**

**For 11A: 11ACR for "credentials"**

**For 11B: 11BSM for "self-marketing"**



## Credential Activity - Close

- After participant completes either type of credential, close the activity just entered with the subtype.
- Enter the actual date the credential was achieved for "End Date".
- Only the end date counts in measure
- Credential counts if occurred during the quarter. If none, activity can remain open.



## Credentials Activity - Close

- Scroll down activity screen
- Close Activity Status screen

**Close Activity Status**

**Must enter date achieved!**

**Enter "satisfactorily"**

End Date:

Completion Results:

High School Diploma / GED Attainment Date:

Certificate Type Attained:

☐ AA or AS Diploma/Degree ☐ BA or BS Diploma/Degree

☐ GED ☐ High School Diploma

☐ Occupational skills certificate or credential ☐ Technical or Occupational Skills License

☐ Other Recognized Credential ☐ Masters Degree


☐ Doctorate Degree

Child Care Provided: ☐ Yes ☐ No

Transportation Provided: ☐ Yes ☐ No

**For 11A: check any credential/certificate/diploma**

**For 11B: check "other" for self-marketing**



## Credentials and Diploma #11A

- If a diploma is used for a credential and WF1 wrongly already shows they have that diploma, WF1 will show an error.
- Before entering credential, you must ask your data specialist to change the "enrollment snapshot".
- Once the "snapshot" is lowered to the previous education level, complete the credential procedures.
- Update the "Basic" page whenever a new education level is achieved.



## Remember Subtypes for 10 and 11

- Open "other" or job search activity for #10
- Enter relevant sub type
- Enter mass participation hours for #10



- Enter achievement date and close activity for #11
- If continuing in the same activity for a different measure, open new activity with a new date (to keep track separately on hours screen).

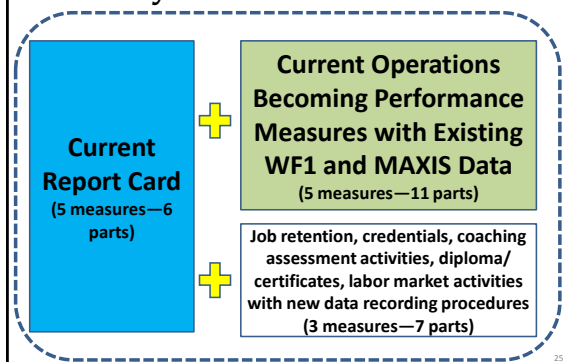
## Rest of Report Card has no new coding

- You can relax a moment. . .



- The other measures rely on everyday recording of work hours, income, WF1 activities, employment plans, and education

## Summary: Old and New Measures



## Current Procedures Measured in the Report Card

- Employment: MAXIS only
- Self-Support Index (Employment and Cash grant): MAXIS only
- Exiting MFIP With Income: MAXIS/Wage Detail
- Starting activities quickly after enrollment: WF1
- Opening an employment plan: WF1
- Engagement hours in any activity: Either
- FSS cases increase engagement in any activity: Either
- Work participation rate: Either
- Educational attainment: WF1

## Current Procedures: Employment and Earned Income—MAXIS only

- **Employment:** “retrospective” hours on MAXIS from paystubs sent to financial worker (#1A-C)
- **Self-Support Index:** employed 130+ hours or no cash grant in all three months of a quarter (#3).
  - Measures current results of those on MFIP same quarter three years ago (one year ago for racial disparities)
  - Timing off or sanctioned off MFIP does not count as having no cash grant unless working 130 or more hours
  - State law links achievement of target to county funding and for possible 2.5% bonus if index exceeds expected range.

## Current Procedures: Employment—MAXIS

- Employment counts in several other measures:
  - If on MFIP 3 months after employed, succeeds in job retention with any work hours on MAXIS (#2B)
  - For Self-Support Index, working 130+ hours each month in current quarter (#3)
  - Counts towards 87 core hours in WPR (#5)
  - Engaging in at least three hours of activities per month includes employment (#8C)
  - FSS participants increasing engagement hours over previous quarter, or have 130+ hours of activities, includes employment (#9)

## Current Procedures: Income—MAXIS

- Earned income as an outcome, from pay stubs recorded on MAXIS by financial workers
    - Does not include unearned income, like child support, SSI
    - #4A: the sum of both parents’ income increases from one quarter to the next, or is at least \$941 per month—the equivalent of a full-time minimum wage job
    - Earned income averaged over three months—can go up or down within a quarter
- NEW**
- #4B: For families with no income in one quarter, the parents have at least \$10 income per month in the following quarter.

## Current Procedures: Income—MAXIS

- #6: Ineligible for MFIP three months in a row and then earn at least \$941 per month
  - Exiting WF1 or transferring to another county does not count as leaving MFIP. Must be ineligible in Minnesota on MAXIS.
  - A special state file called “wage detail” records income by quarter.
  - Family succeeds if the sum of parents’ income is at least \$941 per month (averaged over 3 months of the quarter) in first quarter off MFIP

### Current Procedures: Starting Activities and Plans—WF1 Only

- New enrollments start activities quickly
  - 65% of newly enrolled start an activity within 30 days (#7A)
  - 90% of newly enrolled start an activity within 60 days (#7B)
  - The start date is measured, not the number of hours—(unlike engagement measures, career coaching, work, etc.)
- New enrollments start an employment plan quickly
  - 80% open any type of employment plan within 90 days (#8A)
  - 85% open any type of employment plan within 120 days (#8B)



**NEW**

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### Current Procedures: Overall Engagement—MAXIS or WF1

- Employment in MAXIS from pay stubs
- OR**
- Mass participation hours on WF1
- 90% of all participants have at least three hours in each month (#8C)
  - Hours counted each month separately—not averaged
  - Any type of activity (except “local flag”) counts.
  - Core, non-core, and non-countable activities defined for WPR are all the same for engagement measures



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### Current Procedures: Engagement Among FSS—MAXIS or WF1

- Percentage of agency’s FSS participants increase their hours each quarter (#9)
- Agencies achieve target if the percentage of FSS participants who increase hours is two percentage points higher from previous quarter
  - Averaged over three months in each quarter
  - Any increase in hours for each FSS participant counts toward success, or having at least 130 hours in second quarter regardless of change from previous quarter.
  - Employment on MAXIS or mass participation hours from any type of WF1 activity (except “local flag”) counts.

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### Current Procedures: Increase FSS Engagement—example

- Step 1: Percentage of agency’s FSS participants,
  - Increase their hours from previous quarter
  - Or have 130+ hours of any activity
- Step 2: Measure the change, not specific %

| Percent increasing any hours or with 130+ hours | Percent of FSS Participants |                |                              |
|---|-----------------------------|----------------|------------------------------|
|   | Apr 13- Jun 13              | Jul 13- Sep 13 | Change from Previous Quarter |
| Agency 1  | 13.0%                       | 15.5%          | 2.5                          |
| Agency 2  | 47.8%                       | 42.8%          | -5.0                         |
| Agency 3  | 27.8%                       | 28.8%          | 1.0                          |

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### Current Procedures: WPR—MAXIS or WF1

- Follow previous tracking of core and non-core as before to meet 87 or 130 countable hours (#5)
- The WPR is the only measure that distinguishes the types of activities on WF1
- The WPR is the only measure that excludes FSS, 2-parent families, and those off the cash grant (yet MFIP eligible).

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### Current Procedures: Education Level—WF1 only

- Measures #12-13 only include those with no high school diploma or GED
- 30% of adults without h.s. diploma/GED must be in engaged in at least 20 hours of education activities (#12)
- 80% of participants under age 20 without h.s. diploma/GED must be in engaged in at least 20 hours of education activities (#13A)
- 30% of all participants in “Young Parents” program without h.s. diploma/GED must be in engaged in at least 20 hours of education activities (#13B)



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### Education Activities

- Several types of activities count as “education”:
  - GED Training
  - High school completion
  - ABE/ Remedial Training
  - ESL training
  - Functional Work Literacy
- Any combo of education activities count toward 20 hours within a month.
- Each month is counted separately—not averaged



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### Education Level Recording

- Latest educational attainment taken from WF1
- The recording of credentials (#11A) does NOT update the main WF1 page for a participant’s education level.
- The credentials in Measure #11A only record the date of achievement.
- Many immigrants and others over age 20 do not have updated education data from MAXIS, which is imported into WF1.
- Very important to update education (on “Basic” page) for general tracking as well as ensuring the right group is counted in Measures #12 and #13.



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### Goals of MFIP

- To encourage and enable all families to find employment;
- To help families increase their income and move out of poverty;
- To prevent long-term use of welfare as a primary source of family income.



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### Questions: Ramsey County Workforce Solutions MFIP Employment Services Performance Outcomes

Visit “Policies, Ops Definitions & Manuals” at  
<http://www.co.ramsey.mn.us/workforce/Providersinfo.htm>

#### Thank you

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# Job Retention Procedures 2A, Follow-up Screen

## Followup New

[Basic Follow Up](#) [Employment Information 1](#) [Employment Information 2](#)

**Program:** MFIP  
**Program Sequence:** 1  
**Agency:** HIRED  
 Midway Griggs - Ramsey County  
**Staff Entering:** Alan w Wanless  
**Staff Assigned:**  
**Exit Date:** 01/02/2014

### Basic Follow Up

\* indicates required information

\* Contact Date

\* Follow Up Interval

\* Contact Method

Labor Force Status

Certification Type Attained

"Other"

Phone or  
Other

Contact  
Date

Result of  
Contact

None Selected  
 None Selected  
 Employed Full Time  
 None Selected  
 Employed Full Time  
 Employed Part Time  
 Not in the Labor Force  
 Unemployed

Certificate or credential  
 Credential

☐ High School Diploma

☐ Technical or Occupational Skills License

☐ AA or AS Diploma/Degree

☐ BA or BS Diploma/Degree

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## Credentials Activity - Close

- Scroll down activity screen
- Close Activity Status screen



Must enter date achieved!

Enter "satisfactorily"

For 11A: check any  
credential/certificate/diploma

For 11B: check "other"  
for self-marketing

**Close Activity Status**

End Date: mm/dd/yyyy

Completion Results: None Selected

High School Diploma / GED Attainment Date:

Certificate Type Attained:

☐ AA or AS Diploma/Degree ☐ BA or BS Diploma/Degree

☐ GED ☐ High School Diploma

☐ Occupational skills certificate or credential ☐ Technical or Occupational Skills License

☐ Other Recognized Credential ☐ Masters Degree

☐ Doctorate Degree

Child Care Provided: ☐ Yes ☐ No

Transportation Provided: ☐ Yes ☐ No

Region: Home Search Results Add Tickler Tickler Agency Refer Q Logout

Internet | Protected Mode: Off