



Using Data to Assess and Improve SNAP E&T

September 25, 2019



Agenda

1. Welcome and Overview – David Kaz and Julie Strawn
2. National Perspective:
 - Loretta Robertson, FNS Office of Employment and Training
 - Shelia Lewis and Christina Eckenroth, US Department of Labor
3. State Perspective:
 - Andrew Prihar, State of Pennsylvania DHS
 - Shavana Howard, State of Washington DSHS
4. Q&A

Overview

- What type of outcome data and other information should States consider collecting and analyzing to see if SNAP E&T is achieving good outcomes for participants?
- Where can they get this data and through which mechanisms? How can States use the data to tell their stories, show return on investment, and continuously improve their programs?
- How can they use that information to identify and manage effective third-party service provider partnerships?

FNS Activities to Improve SNAP E&T Data

Loretta Robertson
SNAP Office of Employment and
Training



SNAP E&T Data Life Cycle



FNS Data Initiatives

- FNS-583 Participation Reports
- Data Driven Process Improvement Contract
- Conduct Assessment of the Collection, Analytics, Validation and Reporting of SNAP E&T Data.

Data Driven Process Improvement Contract

- Organizing, analysis and preparation of summary reports of FY 2018 data from Annual Outcome Reports
- Two Deliverables
 - State Annual Report Summary – provides overview of State’s E&T program; Employment and Earnings Outcomes; Participant characteristics; and State component measures for three of the State’s components.
 - Technical Assistance Table – information from all three data sources (State Plan, FNS-583 and Annual Outcome Reports) to give a comprehensive overview of the State’s E&T Program. Includes:
 - ✓ Key Program Characteristics – type; areas served; target population; pledge State status; total program budget
 - ✓ Program Data measures – comparing State Plan, FNS-583 and Annual Reports
 - ✓ Component participation – comparing State Plan to actual participation
 - ✓ Outcome Measures
 - ✓ Identifies any technical issues with data and areas for possible program improvement



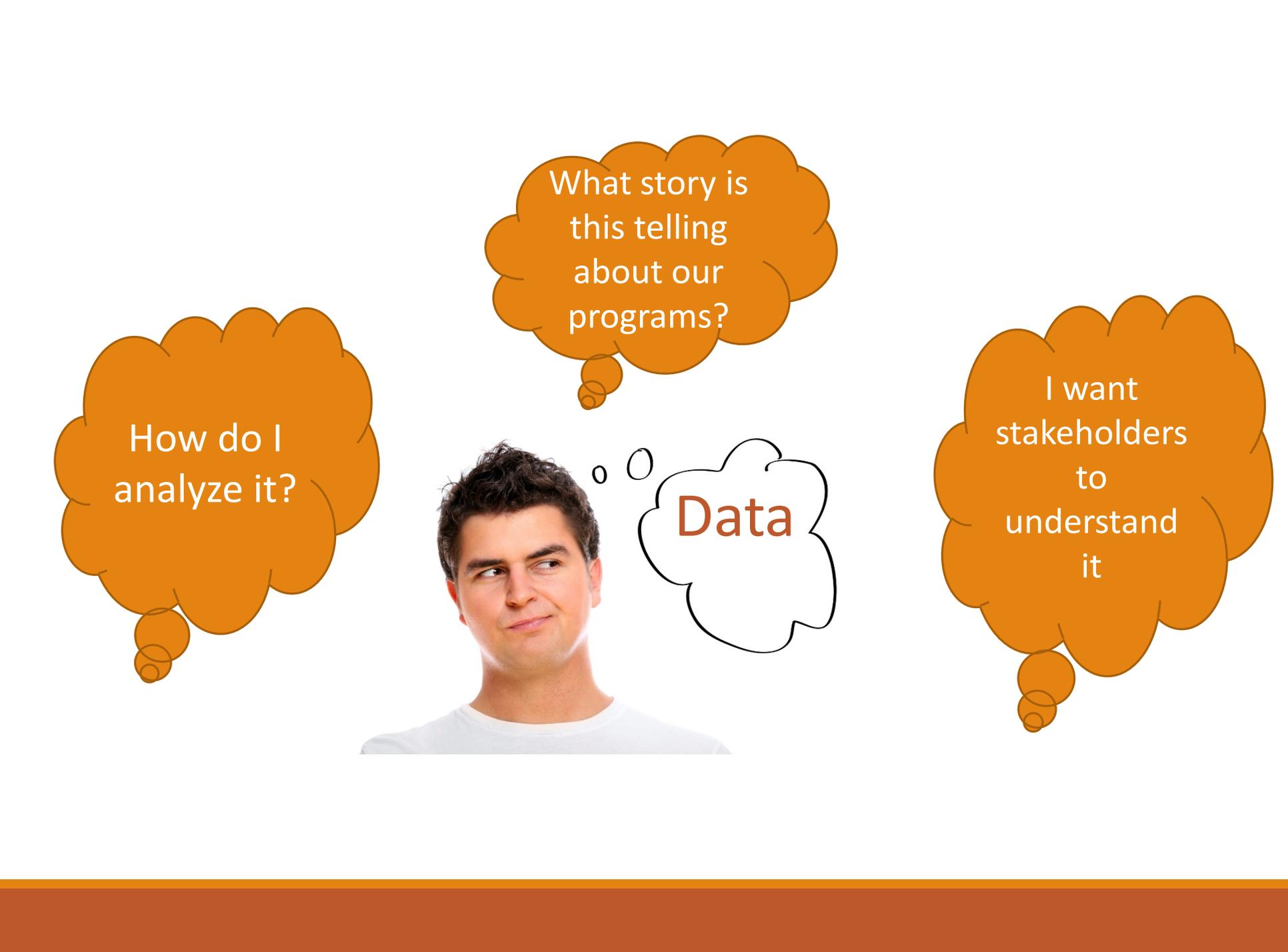
Assessment of SNAP E&T Data Collection

- Contractor: Mathematica
- Three year project that will:
 - Identify and describe the current State and Federal systems that collect, validate, and analyze E&T data;
 - Assess the current and future E&T data needs of Federal, Regional, and State staff; and
 - Recommend a plan to improve how Federal, Regional and State staff collect and use data for E&T program improvement and reporting.
- Key Tasks include:
 - Conducting in-person meetings with National and Regional staff
 - Site visits in 7 States to observe their SNAP E&T business, data collection and analysis processes; and
 - Creating process maps showing how SNAP E&T data flow through State, Regional and Federal agencies.



Maximizing WIOA and Non-WIOA Performance Data Cohort

A collaboration of The Department of Labor's Employment and Training Administration (ETA) and The Department of Education's Office of Career, Technical, Adult Education (OCTAE) and Rehabilitation Services Administration (RSA)

A man with dark hair and a white t-shirt is looking upwards and to the right with a thoughtful expression. He is surrounded by four thought bubbles. Three are solid orange, and one is white with a black outline. The bubbles contain text related to data analysis and stakeholder communication.

How do I
analyze it?

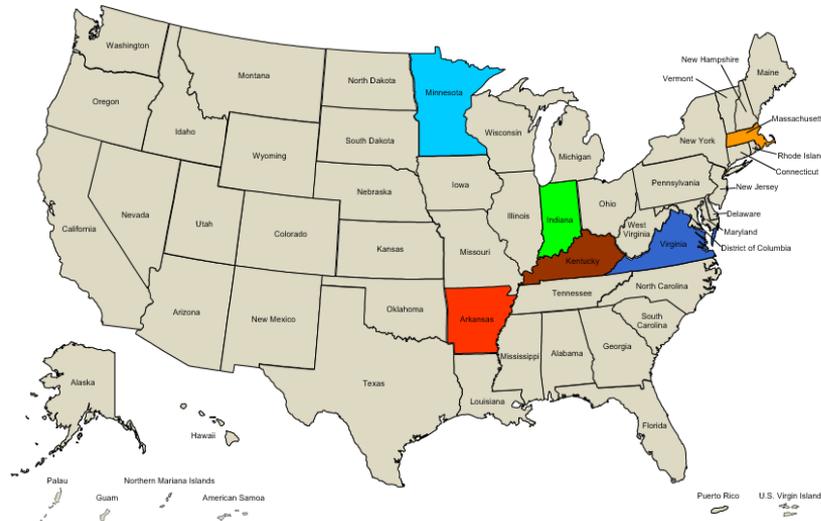
What story is
this telling
about our
programs?

Data

I want
stakeholders
to
understand
it

The Participants: Cohort State Teams

- **Arkansas**
- **Indiana**
- **Kentucky**
- **Massachusetts**
- **Minnesota**
- **Virginia**



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The Work

The participants explored methods for using performance data to demonstrate:

- ❑ Programmatic achievements,
- ❑ Challenges, and
- ❑ Stakeholder return-on-investment (ROI)

Goals of the Cohort

1. Strengthening state interagency partnerships and infrastructure

2. Identifying and exploring approaches to using WIOA and non-WIOA performance data to tell their state's story

3. Developing a national resource that will assist states in using their performance data to demonstrate programmatic outcomes (aka: Performance Data Development Model)

4. Advancing a state-specific action plan

Developed solutions to issues affecting:



- ❑ The alignment of program definitions,
- ❑ The development and utilization of state-specific performance indicators,
- ❑ State and local level understanding of the value of WIOA performance data, and
- ❑ System-wide efforts to measure state/local performance in real time.

Cohort Outcomes

**1. Maximizing
Performance Data
Development Model**



**Self-Assessment
Tool**



Tools & Resources



Facilitation Guide

2. State Action Plans

Maximizing Performance Data Development Model

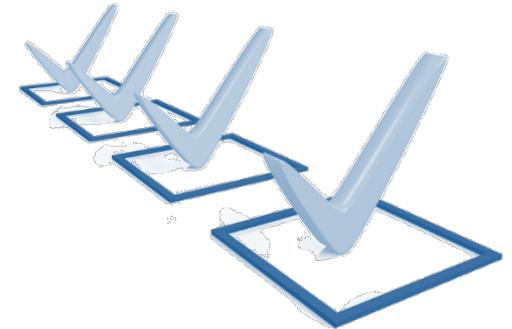
Resource
to help
states:

- ❑ “Diagnose” where they are as organizations (**Self-Assessment Tool**);
- ❑ Determine next steps for making progress (**Resources and Tools**).

Maximizing Performance Data: Self-Assessment Tool

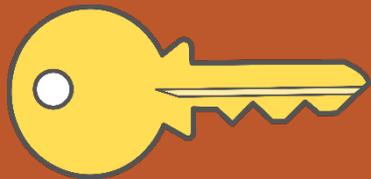
- **Four multiple-choice questions focused on:**

- Leadership and Partners
- Using and Integrating Data
- Resource Needs
- Data Governance



- **Set of five answer options corresponding to five levels**

Key Questions



Leadership and Partners: To what extent do your state's leadership and partners see the importance of data-informed decision making, to what degree do they BEGIN with data?

Using and Integrating Data: To what extent is your state using and integrating data to inform policy and operational decisions?

Resource Needs: To what extent has your state identified and met resource needs to enable you to effectively use data for decision making at all levels?

Data Governance: How would you describe your state's data governance structure (i.e., formal approach to securing, managing, and sharing data)?

Maximizing Performance Data: Self-Assessment Tool

2. Using and Integrating Data: To what extent is your state using and integrating data to inform policy and operational decisions?



Level 1:

Minimally; primarily focused on meeting individual federal reporting requirements

May be characterized by the following:

- ◆ Federal reports contain missing or inconsistent data
- ◆ No process for reliably validating service and performance data within individual programs
- ◆ Summary data are not made available to the public



Level 2:

Using and integrating data to inform decisions within individual programs only

May be characterized by the following:

- ◆ Regularly successfully submit federally required reports
- ◆ Data visualizations developed within individual programs
- ◆ Policies and practices of individual programs are informed by results of data analysis



Level 3:

Using and integrating data to inform decisions across WIOA titles

May be characterized by the following:

- ◆ Regularly successfully submit federally required reports for all WIOA programs across all four titles
- ◆ Developing common language and definitions across individual programs and titles
- ◆ Data visualizations developed across individual programs and titles
- ◆ Policies and practices across programs are guided by results of data analysis



Level 4:

Using and integrating data to guide decisions across the workforce development system

May be characterized by the following:

- ◆ Developing common language and definitions across the workforce development system (WIOA and beyond)
- ◆ Data visualizations developed across broader workforce development system
- ◆ Policies and practices across workforce development system are guided by results of data analysis



Level 5:

Fully integrated data are guiding decision making in policy and service delivery across the workforce development system

May be characterized by the following:

- ◆ Common language and definitions are consistently used throughout the workforce development system (WIOA and beyond)
- ◆ Data visualizations developed across broader workforce development system include real-time and longitudinal data
- ◆ Impacts of potential changes to policies and practices across workforce development system can be modeled through data analysis

Maximizing Performance Data: Template for Next Steps

Vision for Maximizing the Use of Performance Data		In our state, we will...		
WHAT DO WE WANT TO DO? <i>Strategies, approaches, models</i>	HOW WILL WE GET THERE? <i>Specific action steps</i>	HOW LONG WILL IT TAKE? <i>Assign a time</i>	WHO IS RESPONSIBLE? <i>Person or organization accountable</i>	HOW WILL WE KNOW WE ARE SUCCESSFUL? <i>Measure?</i>
<p>Think SMART: Specific (simple, sensible, significant). Measurable (meaningful, outcome-based). Achievable (agreed, attainable, assignable). Relevant (reasonable, realistic and resourced, results-based). Time-bound (time-based, time limited, time/cost limited)</p>				

Maximizing Performance Data: Facilitation Guide

Step-by-step guidance for applying the Maximizing Performance Data Development Model, including convening a state team to:

- Complete Self Assessment Tool
- Determine concrete next steps for making progress within the state

Maximizing Performance Data: Facilitation Guide

Applying the Model

There is no right or wrong way to apply the Model; this document lays out a facilitated approach to apply the Model at the state level. This approach is based on insights from the six state teams that developed the Model.

Step 1:

Convene a team across the workforce development system—at a minimum, across the four titles of WIOA. States are encouraged to establish a team that includes representation of each program with a focus on decisionmakers, and represent policy, operations and performance functions. The exact roles of those who must be in the room depend upon how each state has structured its workforce development system. There must be individuals in the room who:

- ◆ Have decision-making authority for each of the programs represented;
- ◆ Oversee the development and maintenance of policies governing each of the programs represented;
- ◆ Oversee the services provided to employers and jobseekers through each of the programs represented; and
- ◆ Understand and regularly pull data from the key data systems supporting each of the programs represented.

Step 2:

Dedicate one-half day for the team to conduct the self-assessment and determine concrete next steps for making progress within their state. If the team cannot realistically commit one-half day for an in-person session, Items A, B, and C below may be completed in advance by each member of the team. However, Item D must take place in person. Be aware that if A, B, and C are not conducted in person, Item D will require more time since members of the team will not have had a chance to ask questions or discuss these ideas in person.

State Action Plans

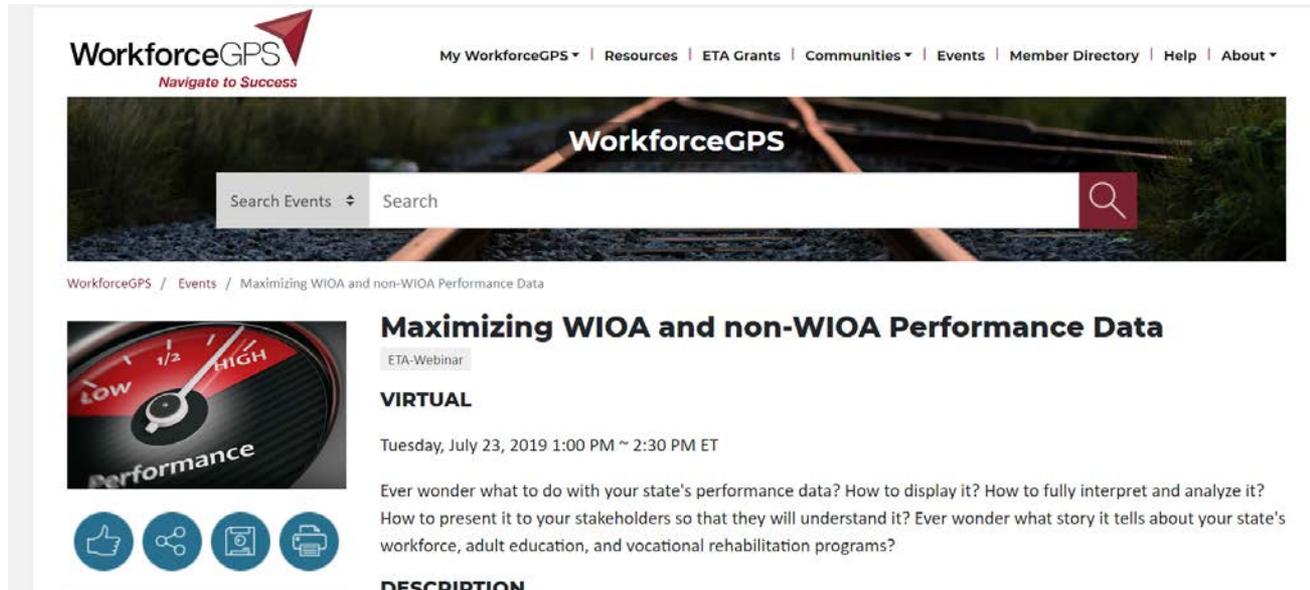
- Team building: Build the concept that the four Core partners are in the same “family” and share the same broad goals.
- Data synthesis: Create more reports and dashboards using partners’ combined data
- Regular examination of data by Core stakeholders (and other required partners as available)
- Integrate the referral process among the four WIOA Titles
- Establish a Workforce Data Trust for Data Governance of WIOA data

State Action Plans

- Develop a data analytics team to meet the data analytics needs of stakeholders
- Implement management systems focused on coordination
- Optimize Data Analysis Systems
- Visualization Optimization and Automation
- Build a business intelligence capacity
- Identify and share analytic resources
- Develop data use licensing agreements
- Present WIOA performance data in a more integrated way to the public/stakeholders.
- Create opportunities for local areas and locations to view and utilize their specific performance data

Resources

<https://www.workforcegps.org/events/2019/06/25/16/01/Maximizing-WIOA-and-non-WIOA-Performance-Data>



The screenshot shows the WorkforceGPS website interface. At the top left is the logo with the tagline "Navigate to Success". A navigation menu includes "My WorkforceGPS", "Resources", "ETA Grants", "Communities", "Events", "Member Directory", "Help", and "About". A search bar is prominently displayed with the text "Search Events" and a magnifying glass icon. Below the search bar, the breadcrumb trail reads "WorkforceGPS / Events / Maximizing WIOA and non-WIOA Performance Data". The main content area features a large image of a speedometer with the needle pointing towards "HIGH", labeled "Performance". To the right of the image, the event title "Maximizing WIOA and non-WIOA Performance Data" is displayed in bold, followed by the tag "ETA-Webinar" and the format "VIRTUAL". The event date and time are listed as "Tuesday, July 23, 2019 1:00 PM ~ 2:30 PM ET". A paragraph of text describes the event's focus on interpreting and analyzing performance data. Below the text are four circular icons representing social media or sharing options: a thumbs up, a share icon, a document with a checkmark, and a printer icon. The word "DESCRIPTION" is written in bold at the bottom of the visible text.

WorkforceGPS
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WorkforceGPS

Search Events Search

WorkforceGPS / Events / Maximizing WIOA and non-WIOA Performance Data

Maximizing WIOA and non-WIOA Performance Data
ETA-Webinar
VIRTUAL
Tuesday, July 23, 2019 1:00 PM ~ 2:30 PM ET

Ever wonder what to do with your state's performance data? How to display it? How to fully interpret and analyze it? How to present it to your stakeholders so that they will understand it? Ever wonder what story it tells about your state's workforce, adult education, and vocational rehabilitation programs?

DESCRIPTION

Questions?



Contact: ETAperforms@dol.gov

Using Data to Access and Improve SNAP E&T

Andrew Singh Prihar
SNAP E&T Policy Mgr.
PA Dept. of Human Services

Agency Level – Strategic Planning

- State Labor Agency Data
 - Unemployment Rates
 - Regional High-Priority Occupation List
 - Number of job openings
 - Average wage of position
- ABAWD Data
 - Track # of ABAWDs, by county
 - Focus of PA's initial 50/50 Partnerships
 - Look at waived counties, too
 - How likely is the county to lose waiver in next year?
- Consider Expanding Scope of Existing Partnerships

Agency Level – Estimating Funding

- Participant Reimbursements as an entitlement
 - Issued by local County Assistance Offices (CAOs)
 - Annual/Lifetime limits
 - Matched with 50% budgeted state funds
 - Known as Special Allowances, or SPALs
 - Comparable level of services across programs

- SPAL Trending Report run monthly
 - Numeric and visual representations of YTD spend
 - Predictable “spikes” at beginning of fall/spring semesters
 - Breaks down by child care/non-child care SPALs

Case Level – Regular Data Sharing

- Third-Party Partner (Case Manager)
 - Responsible for CWDS system data entry
 - Component Participation
 - Start and End Dates
 - Hours
 - Needs to know when individuals lose SNAP eligibility
- Certification Office (IM Caseworker)
 - Responsible for determining (continued) SNAP eligibility
 - Responsible for issuing supportive services (SPALs)
 - Responsible for enforcing time limits on some components
 - Job search
 - Job retention
 - Vocational education

Contract Level – Data Available

- CWDS Reports Run Monthly
 - For each contract
 - Participant count
 - Graduation percentage
 - Employment percentage
 - Reports can be accessed by DHS and Third Party Partner
- Monthly Participant Rosters
 - Sent by each provider
 - Accompanies invoice
- Invoice Data
 - Amount billed YTD

Contract Level – Program Integrity

- “Trust, but verify”
- Compare outcomes to contract benchmarks
 - Corrective action if/when necessary
- Annual in-person monitoring visits
 - Compare observations and interviews to data collected
- Compare invoices to participants served
 - CWDS vs. participant roster
 - Determining budget adjustments
 - Corrective action if/when necessary

Program Level – Outcome Reporting

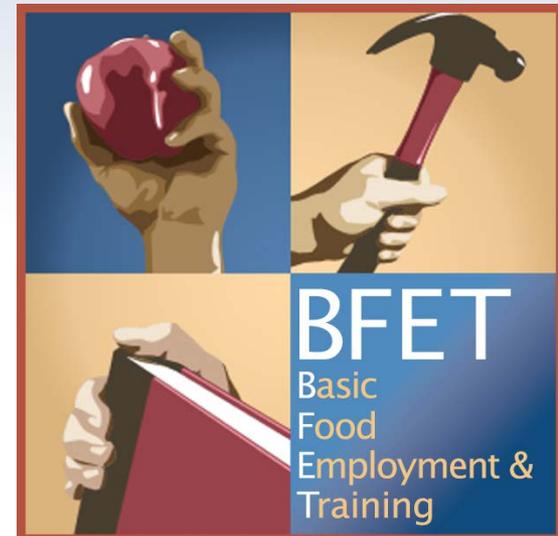
- CWDS Codes
 - Activity termination codes align with component measures listed in PA’s State Plan
 - All three program groups use CWDS
 - SNAP KEYS
 - SNAP Work Ready
 - SNAP 50/50
- CWDS data syncs with eligibility MIS
 - Allows CWDS records to be matched to SSNs
- State Labor Agency MOU

BFET

Using Data to Improve Outcomes

Building Strong Partnerships that
Transform Lives and Communities in
Washington State

Shavana Howard, BFET Administrator



The Goal of BFET

The Basic Food Employment & Training (BFET) program is a group of agencies partnering together to provide employment, education, and training services to Basic Food recipients.

The goal of the program is to assist Basic Food recipients in obtaining a livable wage leading towards self-sufficiency.



Brief History of BFET

- 2005 – 2007: The Birth of BFET
- BFET began as a pilot program in 2005 in the White Center community with:
 - 1 Community college
 - 5 Community-based organizations
- BFET grew in 2006 – 2007
 - 4 Community colleges joined in 2006
 - 2 Community colleges joined in 2007
 - 183 participants in 2006
 - 258 participants in 2007
 - 381 participants by the 4th quarter in 2007

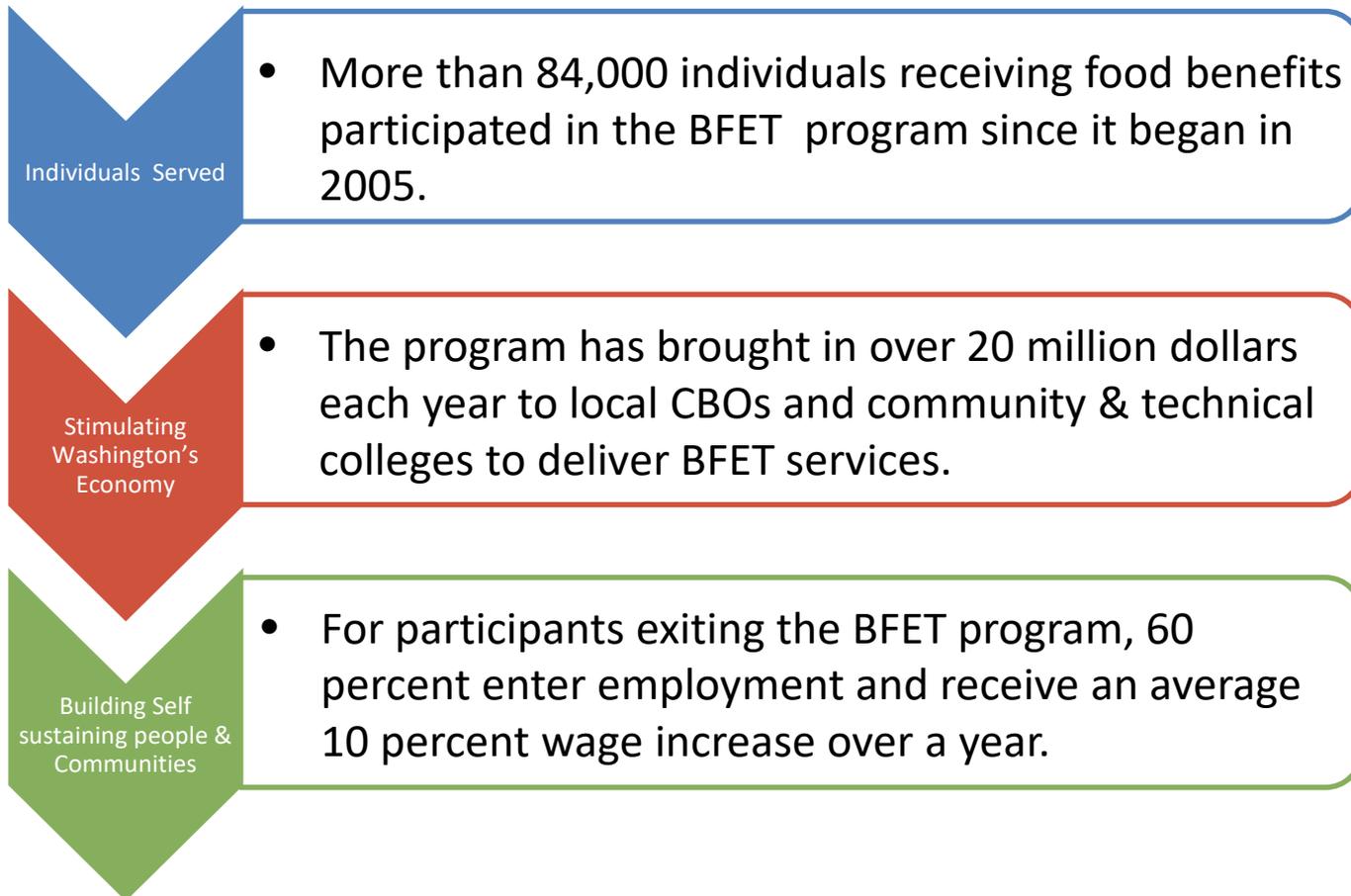
2007 – 2012: The Infancy of BFET

- Strong emphasis on growth in:
 - Quantity of contractors
 - Increase from 15 contractors in 2007 to 53 contractors in 2012
 - Increase in BFET participants from 381 in the 4th quarter of 2007 to 2142 in the 1st quarter of 2012
 - Quality of services provided
 - The BFET program is focused on outcomes (How many of our participants receive employment with a livable wage?)
 - BFET providers continually share best practices on how to achieve this outcome
 - Overall 58% entered employment during this period

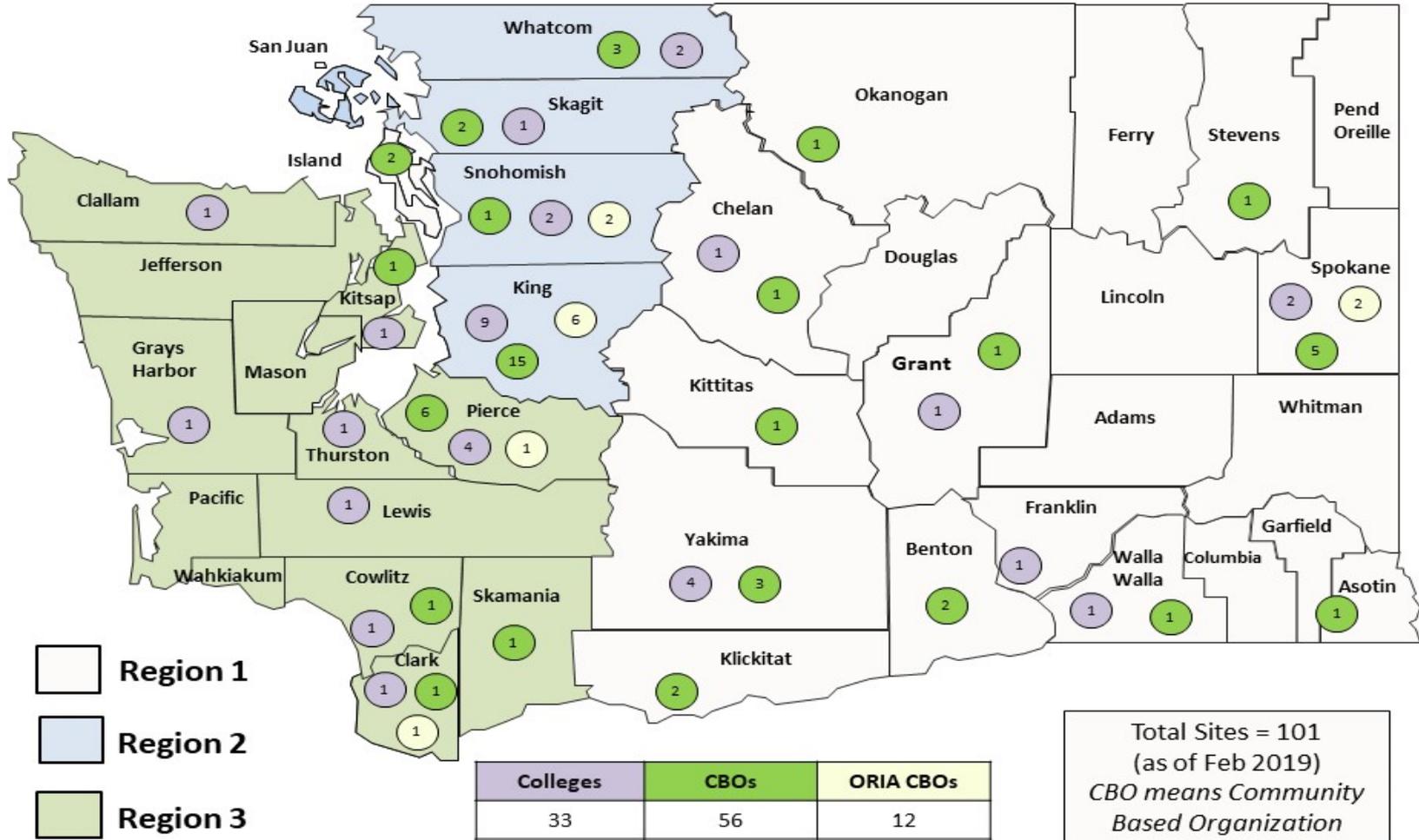


TODAY

BFET is an important part of Washington State's comprehensive workforce development system serving the needs of low-income individuals, displaced workers, and employers.



Basic Food Employment and Training (BFET) Service Locations in Washington State



Three Types of Program Measures

- 1 { • FNS National Reporting Measures
- 2 { CSD Program Measures
- 3 { Provider Success Measures

FNS Annual Reporting Measures

BFET Participants:

- In unsubsidized employment during the 2nd quarter after completion
- In unsubsidized employment during the 4th quarter after completion
- Median quarterly earnings in unsubsidized employment during the 2nd quarter after completion
- Number and percent completed training, education, work experience or on-the-job-training (OJT) components
 - Number and percentage who received BFET services and in unsubsidized employment upon completion
 - Number and percentage that obtain a recognized credential
 - Number and percentage in an education or training component that leads to a recognized credential
 - Assess skills acquisition of BFET participants
- Total number and percentage of:
 - Voluntary versus mandatory participants
 - Participants having achieved a high school degree, or equivalent, prior to participating in the BFET program;
 - Able Bodied Adults without Dependents (ABAWDs);
 - Limited English Proficiency (LEP) participants;
 - Male versus female participants; and
 - Participants belonging in the following age ranges: 16-17, 18-35, 36-49, 50-59, and 60 or older.
- ABAWD Data

CSD Program Measures

BFET collects data for 5 strategic reasons

- Develop the annual Legislative Report
- Evaluate success of BFET services in meeting the agency mission
- Evaluate provider contracted performance
- Measure success in meeting ESA and CSD strategic measures
- Evaluate progress of the BFET Strategic Plan

Provider Success Measures

- Number and percentage that
 - Entered employment
 - Retained employment (up to 1 year)
 - Receive recognized credentials
 - Gained skills
- Starting wages
- Increase of wages
- Number and percentage with BFA closing due to employment (over income or request closure)
- Evaluate contracted performance

Program Administration



DSHS BFET SURVEY

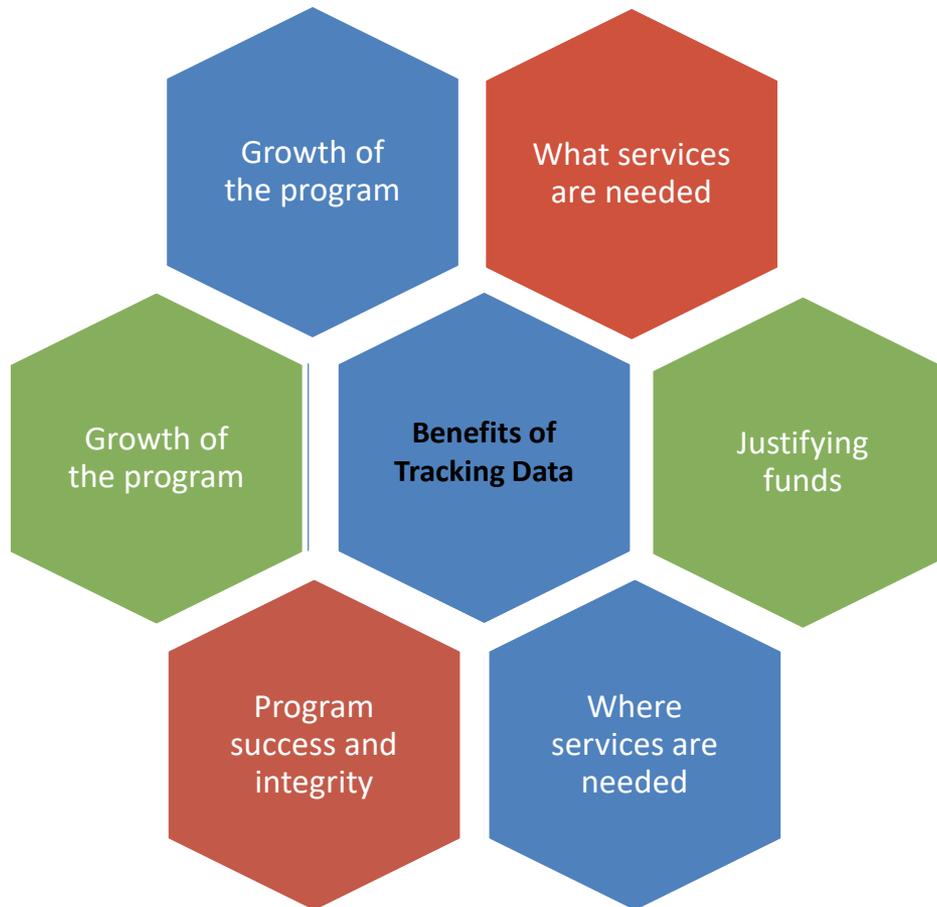
SJI (Seattle Jobs Initiative)

Independent

Obtain Objective Feedback

Improve Service Delivery

Benefits of Tracking Data



Data Tracked for Program Oversight

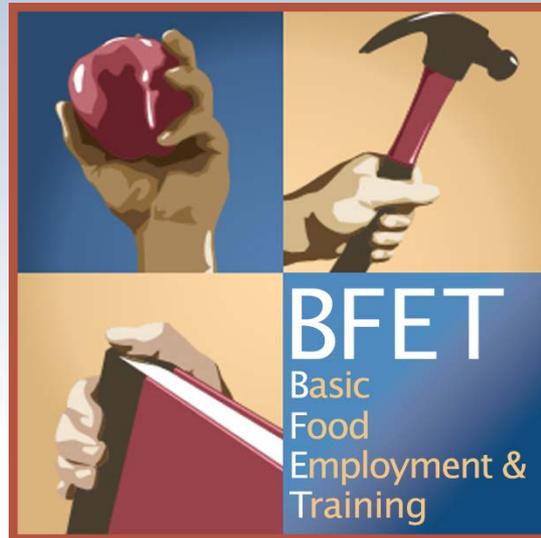
- Number of unduplicated participants
- Federal funds
 - Broken down by 50/50 admin cost & support services
- Non-federal funds
- Average distribution of participants by county
- Average distribution of participants regionally
- Annual comparisons
- Average women served per month
- Average men served per month
- Participants by ethnicity
- Participants by age
- Activity by components used
- Employment outcomes
 - Average number of women working per month, average age, and wage
 - Average number of men working per month, average age, and wage
- Contract performance reports
- Contract monitoring

BFET Impacts

- Expands capacity by leveraging funding already out in the community
- Impact on the DSHS mission/vision
- Builds community relationships between providers
- National recognition



Thank You!



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QUESTIONS?