



NEW YORK STATE WORKFORCE DEVELOPMENT SYSTEM TECHNICAL ADVISORY

Workforce Development System Technical Advisory #11-7

TO: Workforce Development Community
DATE: July 5, 2011
SUBJECT: Common Enrollments and Exits, and Inclusion in Workforce Investment Act and Wagner-Peyser Performance Measures

Purpose:

This Workforce Development System Technical Advisory (WDS TA) updates New York State Department of Labor (NYSDOL) policy on common enrollments, common date of enrollment and exit, and inclusion in performance measures; and rescinds and replaces *WDS TA# 06-16: Final Guidance – OSOS Modifications and Data Entry Procedures for Recording Participant Information and Services in OSOS under Common Measures and Functional Alignment (9/26/06)*.

Policy:

Common Enrollment: Individuals 18 years of age or older who receive a service (including self-service or informational activities only) from a One-Stop Career Center must be enrolled as a Workforce Investment Act (WIA) Adult, Dislocated Worker (DW) or Youth, and are considered participants in both the WIA and Wagner-Peyser (W-P) programs.

Common Date of Enrollment and Exit: Any participant who receives services funded in whole or in part from the WIA, W-P, Veteran's Employment and Training Service (VETS) and Trade Act Adjustment/Trade and Globalization Adjustment Assistance (TAA/TGAA) programs, sequentially or simultaneously, will be counted as a participant in each program, and will share a common "date of participation" and a common "date of exit" for federal reporting.

Inclusion in Performance Measures:

- W-P Program – All participants of a One-Stop Career Center (including those who receive self-service or informational activities only), for whom a Social Security Number is voluntarily provided and recorded in the One Stop Operating System (OSOS), are included in W-P performance measures.
- WIA Program – All participants of a One-Stop Career Center, who receive a staff assisted service for whom a Social Security Number is voluntarily provided and recorded in OSOS, are included in WIA performance measures. Please note that individuals who receive only self-service and/or informational activities are excluded from WIA performance measure calculations.

Exceptions:

- Transitioning Service Members who participate in a Transition Assistance Program (TAP) Workshop at a federal military installation will be co-enrolled in the W-P and VETS programs only. They will be co-enrolled in the WIA program only if they receive additional service(s) at a One-Stop Career Center.
- Individuals under 18 years of age (youth) who receive only self-service or informational activities:
 - Will be counted as a W-P participant.
 - Will not be counted as a WIA Youth participant. Participation in the WIA Youth program requires that the youth be determined eligible and receive a service funded (in whole or in part) by the program. Self-service/information only activities do not provide a level of service sufficient to meet these requirements.
- Individuals who decline to provide their Social Security Number will be excluded from performance measure calculations because a Social Security Number is required to match customer records with wage and other administrative data in order to obtain performance measure outcomes.
- Individuals who are manually exited due to an exclusion are removed from performance measure calculations.

Additional Information and Procedures:

A. Common Enrollment

All individuals served in a One-Stop Career Center will be counted as WIA participants, provided they meet appropriate eligibility requirements, regardless of whether there is a WIA-funded staff presence at the office. All WIA participants will also be counted as W-P participants, regardless of having a W-P-funded staff presence at the One-Stop Career Center. All NYSDOL offices operated by the Division of Employment and Workforce Solutions (DEWS) are considered One-Stop Career Centers in their respective LWIA.

B. Common Date of Enrollment and Date of Exit Across the WIA, W-P, VETS and TAA/TGAA programs.

Date of Participation – If a participant receives services from multiple programs, then the common date of participation for reporting on each program is the earliest date of service across all programs.

Date of Exit – If a participant receives services from multiple programs, the common date of exit for reporting on each program is the end date of the most recent service across all programs. Participation in any one program extends across all programs that share a common enrollment.

There are only two types of exits:

1. Automatic 90-day exits; and
2. Manual exits.

Automatic 90-day Exit – WIA requires that most participants be exited 90 days after the conclusion of their last service. This allows staff to provide additional services within the 90 day period, if it is determined such services are necessary, without creating a new enrollment for the participant. It also allows for participants who have been unresponsive to services to be exited after 90 days.

This process has been automated in OSOS through the Automatic 90-day Exit and is the standard method of exit to be used. It occurs automatically in the participant's OSOS record when a participant has received no service for 90 days. The common exit date is set equal to the end date of the last service received by the participant. The automatic exit applies to all programs, including the WIA Youth program.

Please note that not all services count for the purposes of calculating the exit date. Common examples of such services include, but are not limited to, Follow Up and State Specific services. Questions regarding whether or not a specific service will extend a participant's enrollment should be directed to the OSOS Help Desk at Help.OSOS@labor.ny.gov.

Manual Exits – WIA requires participants who are subject to an exclusion to be exited immediately. Exclusions, as defined by the United States Department of Labor Employment and Training Administration (USDOL/ETA) in TEGL No. 17-05, include: death; institutionalization (incarceration); health/medical; family care; relocated to mandated residential program; or reservist called to active duty.

This process is done through a Manual Exit from OSOS. Staff are to record a manual exit ONLY when a participant is subject to an exclusion.

Note that recording a manual exit for an exclusion will remove the individual from performance measure calculations for all programs. If a manual exit is not recorded, the individual will be exited under the Automatic 90-day Exit rule and will be included in all appropriate performance measures.

C. Inclusion in Performance Measures Calculations

Two items are considered to determine if an individual will be counted in performance measures:

1. Social Security Number
2. Level of service received (Self-Service or Staff Assisted)

Social Security Number – Individuals are not required to provide their Social Security Numbers, proof of Alien Registration and/or authorization to work in the United States to be eligible for receipt of services funded through WIA, W-P, VETS, TAA/TGAA.

However, Social Security Number is an important data element because it is needed to determine employment related outcomes using administrative wage record data. Therefore, staff should seek to obtain an individual's Social Security Number, and in doing so should communicate the following to the customer:

- You are not required to provide us with your Social Security Number.

- Your receipt of services will not be affected by disclosure or non-disclosure of your Social Security Number or any other information that is voluntarily requested.
- Social Security Numbers are used to facilitate efficient record keeping and integrated service delivery, and for performance measurement, research, planning and program evaluation.
- Your Social Security Number will be kept confidential and is intended for use only by the program administrator and the USDOL/ETA for federal reporting and evaluation.

If the individual still declines to provide the Social Security Number, follow the instructions in the OSOS Desk Guide for Customer Module Data Entry, page 33. A copy of the guide can be found at <http://www.labor.ny.gov/workforcenypartners/osos/deskguidecust.pdf>. Staff should proceed with the registration and serve these customers.

Level of Service Received (Self-Service/Staff Assisted) – The distinction between self-service/informational activities and staff assisted service is based on federal guidance in TEGL No. 17-05, as follows:

1. *Self-Service and Informational Activities*

- Self-Service – Services accessed directly by the participant in a physical location (resource room) or remotely by electronic technologies
- Informational Activities – Readily available information about the labor market to assist in identifying/achieving employment goals

Self-service and/or informational activities only participants may receive help from staff regarding: general instruction on how to use/access self-service tools and information; an orientation to information and services available at the One-Stop Career Center, including tools in the resource room; and instructions on how to access the information and services. Such help does not constitute a staff assisted service, regardless of the amount of time spent with the participant.

2. *Staff Assisted Service*

Any service requiring staff assistance that goes beyond helping the participant with self-service and/or informational activities (as discussed above) is considered a staff assisted service. A staff assisted service includes customization of labor market information to the participant and staff assessment of the participant (e.g., assessment of skills, abilities, education/employment history, or career objectives). NYSDOL policy is that all staff assisted services are defined as having “significant” staff involvement.

Please note that in most cases, a participant’s first staff assisted service will be an Initial Assessment.

Inquiries:

Any inquires regarding this WDS TA should be directed to the One-Stop mailbox at WDTD.Onestop@labor.ny.gov.

References:

USDOL/ETA Training and Employment Guidance Letter (TEGL) No.17-05, *Common Measures Policy for the Employment and Training Administration’s (ETA) Performance Accountability System and Related Performance Issues (2/17/06)*