|  |  |
| --- | --- |
| **District of Columbia Department of Employment Services**  **Program Standard Operating Procedure** | |
| **SOP Number:** | **Subject:** Local Training Quarterly Report |
| **Date of Issuance:** | **Program Reference:** Performance Management Office |
| **Effective Date:** Date of Signature | **Revision Date:** 12 Months After Signature |

1. **PURPOSE**

To provide a standard operating procedure for *requesting and extracting* [obtaining] data from locally funded programs within the Department of Employment Services (DOES). This procedure will also provide a timeline for submission (see attachment A), a uniform way of submitting deliverables, and an escalating process due to non-compliance.

1. **AUTHORITIES & REFERENCES**

* Chapter 7C. Job Training and Adult Education Programs Quarterly Reports
* § 32–771. Department of Employment Services quarterly reports on job training and adult education programs
* [is there a council decision or DC law for this?]

1. **APPLICABILITY**

This standard operating procedure shall apply to all members of the Multiple Information

Systems (MIS) team.

1. **BACKGROUND**

In accordance with DC Statute 32-771, DOES shall report outcomes associated with all locally funded training or adult education programs. The report shall include but not be limited to training outcomes including credentials, placement and job retention; measures for job training or adult education; number of participants enrolled separated by job training program, and program expenditures. The report is due to the Council on a quarterly basis and must be published on the DOES website. All data should be entered into D.C Networks to ensure accuracy and transparency.

1. **GENERAL REQUIREMENTS**

The Performance Management Office will work closely with the locally funded programs to collect information, verify data entry, and accuracy. This procedure will outline timelines for data submission, the mandatory program requirements , a process for retrieving and collecting data, and provide a detailed methodology for calculating data. All data reports will derive from the agency’s system of record DC Networks.

**PROCESS AND PROCEDURES**

**Locally Funded Programs**

* 1. Transitional Employment Program (TEP)
  2. DC Career Connections (DCCC)
  3. Back to Work 50+(FY19 4th Quarter)
  4. DC Infrastructure Academy (DCIA)
  5. LEAP
  6. FEMS
  7. MPD
  8. Pre- Apprenticeship

**Required Data Components**

* Job Readiness Training (JRT)
* Training (Occupational Skills Training)
* General Education Diploma (GED) Preparation Training
* Credential Attainment
* Subsidized Work Experience (WEX)
* Employment/Placement
* Retention
* Budget
* Occupational Codes

**Programs that have Job Readiness Training (Activity Code 220) {Training Starts here!!}**

**Report 1.1**

* 1. Transitional Employment Program (TEP) (Project Empowerment - umbrella)
  2. DC Career Connections (DCCC) (Project Empowerment - umbrella)
  3. Back to Work 50+
  4. DC Infrastructure Academy (DCIA)

**Required Program Elements**

* Program Enrollment
* Number of Completed Participants who completed JRT (End Date)
* Rate/Percentage of Completed participants

**DC Networks Report Used**

* **Activity Enrollment** 
  1. Detailed Report this is used for activity enrollments {individual services report can only be used for activity enrollments}
  2. Individual Services Provided Report (**List)**
  3. Enter Other Programs, next enter program {what is this?}
  4. Enter Activity Code 220 by Start Date
  5. Filter by date-based on quarter {what are we using to do this?}

**Report 1.2**

* **Number of Completed Participants** 
  1. Detailed Reports
  2. Individual Services Provided Report (**List)**
  3. Enter Other Programs, next enter program
  4. Enter Activity Code 220 by End Date
  5. Filter by date-based on quarter {this is just a copy of the above paragraph}
* **Methodology (to calculate percentage rate)** 
  + Numerator – total # of participants that successfully completed JRT program­­­­­
  + Denominator- total # of ALL participants who completed JRT successfully and unsuccessfully

**Report 2**

**Training (Occupational Skills Training**

* 1. Transitional Employment Program (TEP)
  2. DC Career Connections (DCCC)
  3. DC Infrastructure Academy (DCIA)
  4. FEMS {How are these pulled?} {under WOIA / Local Training Account}
  5. MPD {How are these pulled?} {under WIOA / Local Training Account}
  6. Pre-Apprenticeship

**Required Program Elements**

* Program Enrollment
* Number of Completed Participants who completed OST (End Date)
* Rate/Percentage of Completed participants
* Credential Attainment

**DC Networks Report Used**

* **Program Enrollment** 
  1. Detailed Report
  2. Individual Services Provided Report (**List)**
  3. Enter Other Programs, next enter program {What to enter here}
  4. Enter Activity Code 315, 328, 333 by Start Date -Codes are based on Program
  5. Filter by date-based on quarter {Using FY 2021 Q1 as example}
* **Number of Completed Participants** 
  1. Detailed Reports
  2. Individual Services Provided Report (**List)**
  3. Enter Other Programs, next enter program {what is this?}
  4. Enter Activity Code 328 by End Date
  5. Filter by date-based on quarter

**Methodology {simple ratio}**

* Numerator – total # of participants that successfully completed a training program­­­­­
* Denominator- total # of ALL participants who completed training successfully and unsuccessfully

**General Education Diploma (GED) Preparation Training**

1. Transitional Employment Program (TEP)
2. DC Career Connections (DCCC)

**Required Program Elements**

* Program Enrollment
* Number of Completed Participants who complete GED (End Date)
* Rate/Percentage of Completed participants
* Credential Attainment

**Report 3**

**DC Networks Report Used**

* **Program Enrollment** 
  1. Detailed Report
  2. Individual Services Provided Report
  3. Enter Other Programs, next enter program {what is this?}
  4. Enter Activity Code 214 by Start Date
  5. Filter by date-based on quarter
* **Number of Completed Participants** 
  1. Detailed Reports
  2. Individual Services Provided Report
  3. Enter Other Programs, next enter program
  4. Enter Activity Code 214 by End Date
  5. Filter by date-based on quarter {did not get any data for FY 2021 Q1}

**Methodology {simple ratio}**

* Numerator – total # of participants that successfully completed GED program­­­­­\_
* Denominator- total # of ALL participants who completed GED successfully and unsuccessfully

**Credentials**

* 1. Transitional Employment Program (TEP)
  2. DC Career Connections (DCCC)
  3. DC Infrastructure Academy (DCIA) **{needs to be selected individually, for each report, from dropdown menu}**

**Required Program Elements**

* Rate/Percentage of Completed participants
* Credential Attainment
* Occupational Training Code

**Report 4**

**DC Networks Report Used {no activity codes} {for custom report: 214 GED, 313 OST, 328 OST2}**

* **Credentials** 
  1. Detailed Report- Case Management Reports
  2. Caseload -Credential Report
  3. Enter Program {no activity code entered here}
  4. Filter by Credential date-based on quarter or month

**Methodology**

* Numerator - total # of participants that earned credential \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* Denominator - total # of people that successfully completed a training program

**Subsidized Employment**

* 1. Transitional Employment Program (TEP)
  2. DC Career Connections (DCCC)

**Required Program Elements**

* Number of New Program Enrollment (219) Start Date (Monthly)
* Number of Completed Participants who completed WEX (End Date)
* Rate/Percentage of Completed participants
* Number of Private Sector Host {how to find this out?}
* Average Length of Subsidized Employment {how to find this out?}

**Report 5**

**DC Networks Report Used**

* **Program Enrollment** 
  1. Detailed Report
  2. Individual Services Provided Report (**List)**
  3. Enter Other Programs, next enter program
  4. Enter Activity Code 219 by Start Date
  5. Filter by date-based on quarter {what does this mean, don’t you still need to select start or end?}
* **Number of Completed Participants** 
  1. Detailed Reports
  2. Individual Services Provided Report (**List)**
  3. Enter Other Programs, next enter program
  4. Enter Activity Code 219 by End Date
  5. Filter by date-based on quarter
* **Private Sector Host**
  1. Must come from program – Providers do not have private versus public
* **Average Length of Subsidized Employment**
  1. Detailed Reports (use same report sourced for enrollment of subsidized workers
  2. Individual Services Provided Report (**List)**
  3. Enter Other Programs, next enter program
  4. Enter Activity Code 219 by Start Date
  5. Filter by date-based on quarter

**Methodology**

* Numerator – total # of participants that successfully completed a training program­­­­­
* Denominator- total # of ALL participants who completed training successfully and unsuccessfully

**Report 6**

**Employment {considering using exit report instead for placement and retention: Anjani will make report}**

* **Placement and Employment** 
  1. Detailed Report- Case Management Reports
  2. Caseload -Obtained Employment
  3. Select Program
  4. Job Start Date (Based on Present FY Quarter due)
     + For example, FY 19 4th Quarter (07/01/2019-09/30/2019)

**Report 7**

* **Placement and Employment (Employment Indicator)**

1. Detailed Report
2. Individual Services Provided Report (**List)**
3. Enter Other Programs, next enter program
4. Enter Activity Code 893 by Start Date
5. Filter by date-based on quarter

**Enrolled reports are a bonus based on what council asks.**

**Retention (Four (4) quarters from current FY) Multistep Process**

* **Pull Placement/Employment Number from 4 quarters ago**
  1. Detailed Report- Case Management Reports
  2. Caseload -Obtained Employment
  3. Select Program
  4. Job Start Date (Based on four quarters prior to present quarter)
     + For example, FY 19 4th Quarter (07/01/2018-09/30/2018)
* **Within 180 Days** 
  1. Custom Report
  2. Locally Developed
  3. Maryland -Services
  4. Select Program
  5. Enter Date Range- Two quarters after placement or exit)
     + For example, FY 18 4th (07/01/2018-09/30/2018)
     + You would enter 10/01/2018-03/30/2019
  6. Filter Date
  7. Sort by F25 Code
  8. Sort by Employment Start Day Column
     + Make Sure Employment Dates are within the specified Date Range
  9. Next Sort under Course Name
     + 30 Days
     + 90 Days
* **After 180 Days** 
  1. Custom Report
  2. Locally Developed
  3. Maryland -Services
  4. Select Program
  5. Enter Date Range- Three or more quarters after placement or exit)
     + For example, FY 18 4th Quarter (07/01/2018-09/30/2018)
     + You would enter (04/01/2019-09/30/2019)
  6. Filter Date
  7. Sort by F25 Code
  8. Sort by Employment Start Day Column
     + Make Sure Employment Dates are within the specified Date Range
  9. Next Sort under Course Name
     + 180 days
     + 360 days



**B. Timeline for Submission (***See Attachment A*)

15 days prior to the end of the quarter an email will be sent to The following schedule applies to all programs

1. Performance Management team will send email to each program to request data
2. Local Funded Programs must submit their reports and brief narrative explaining their numbers no later than 5th business day of the month after the new quarter. (Example, quarter ends on June 30th, the program must have all of their data in DC Networks by the 5th business day following the end of the quarter)
3. Performance Management will begin pulling reports from DC Networks on the 6th business day after the quarter ends.
4. After all reports are pulled, the assigned program analyst from the Performance Management team will create data tables, enter de-duplicated information, perform agreed upon data calculations based on methodology and send it to programs managers, and associate directors by the 15th business of the next month after the quarter ends. Each program will have five (5) business days to review data. If the program disagrees with any data retrieved from DC Networks, they must send a formal explanation of the discrepancy and justification for requesting a data change.
5. The programs are required to send back their approval to the Performance Management team by the fifth business day after receipt.
6. Upon receipt from the Locally Funded Programs, the Performance Management will submit to the office of legislative affairs (OPLA)
7. **Technical Assistance** 
   1. The Performance Management team members shall provide technical assistance to all teams as needed.
   2. The Performance Management team will create a desk guide (step by step) for each program detailing how to pull all relevant reports.
8. **Escalation Process** 
   1. In the event the program is non-responsive the Performance Management team will initiate contact with Program Manager and Associate Director within one business day of noncompliance.
   2. Engage Chain of command
      1. Provide names and contact information
9. **EFFECTIVE DATE AND IMPLEMENTATION:**

This standard operating procedure is effective immediately upon signature.

**APPROVAL**

**Heather McGowan                                            Date**

Performance Management Office

Bureau of Workforce Innovation and Education

**Ta-Tanisha Wallace                        Date**

Chief Strategy Officer,

Bureau of Workforce Innovation and Education

|  |
| --- |
| **Locally Funded Programs**   * Transitional Employment Program (TEP) * DC Career Connections (DCCC) * Back to Work 50+(FY19 4th Quarter) * DC Infrastructure Academy (DCIA) * LEAP * FEMS * MPD * Pre- Apprenticeship |
| **Required Reporting Elements**   * Job Readiness Training (JRT) * Training (Occupational Skills Training) * General Education Diploma (GED) Preparation Training * Credential Attainment * Subsidized Work Experience (WEX) * Average Length of Subsidized Employment * Employment/Placement * Retention * Budget * Occupational Codes * Average Wage * The number of private-sector employers that hosted a participant * Rate/Percentage of Completion, Credentials, Employment Outcomes |
| **Reports from DC Networks and other sources**   * Enrollment Report activity code (Start and End Dates – JRT, OST, GED, WEX) * Credential Reports (OST &GED) * Employment Reports * Custom Reports * ONET codes on training * Budget Reports * Wage Bumps |

**321-1204**

O- not selected

1- Selected by jobseeker

9- I do not wish to answer