# Using Data to Improve Implementation of Workforce Innovation and Opportunity Act (WIOA) Activities

Workforce Data Integration System (WDIS) Staff

Department of Workforce Development (DWD)

May 2, 2023

# Introductions

Bryan Huebsch, Enterprise Data Steward, DWD

Dr. Ellie Hartman, Chief Evaluation Officer, DWD

Dr. Meghan Donahue, Chief Statistical Officer, DWD

Matt Sanville, Senior Research Analyst – Anonymization, DWD

Alex Verink, Senior Research Analyst – User Testing, DWD

# We have so much to share and discuss

- Introduction to Workforce Data Integration System

- WIOA evaluation policy overview

- Importance data quality

- Current evaluation activities

- User feedback

- Translate research to practice

- Discuss your data needs beyond performance

https://dwd.wisconsin.gov/wdis/

# Today's Session Outcomes

- Explain how you can use WDIS

- Identify at least one current evaluation activity

- Identify at least two ways you could use data in your work

- Share ways you would like data to be used in the future

# WDIS: Evidence-Based Decision-Making

How can we use data to inform service delivery and policy-decision making in the workforce development context?

**STATE OF WISCONSIN**

**DWD**

Department of Workforce Development

# DWD Vision

# We will:

👀 Base programs, polices, and service delivery on evidence.

Understand the system's impact.

Leverage and manage DWD's collective data and build evidence efficiently to improve person centered outcomes.

Make data available for use, internal and external, to define and implement better service in our communities.

# Learning Agenda: Questions Drive Learning

- Example: Do the services I provide help the people I serve get the training and the job they want?

- Example: How can I find out the best way to deploy staff across my WDA?
  - Use information learned about outreach
  - Use Labor Market Information (LMI)
  - Use trends and predictions

# Learning Agenda Goals and Objectives

- Improving Employment Service and Training Outcomes

- Using LMI to Promote Sector Based Learning

- Improving Customer Services and Service Alignment

- Diversity, Equity, and Inclusion


- *Learning Agenda: https://dwd.wisconsin.gov/wdis/pdf/210510-learning-agenda.pdf*

Timeline: 7/1/2021-6/30/2025


- *Evidence Plan: https://dwd.wisconsin.gov/wdis/pdf/evidence-plan.pdf*

Timeline: 7/1/2022-6/30/2023

# Balance: Types of Evidence



**Policy Analysis:** Analysis of policies, related documents, and other information to better understand policy and how policy may affect human behavior (e.g., career and training service engagement and employment outcomes).

**Performance Measurement:** Ongoing systematic tracking of information relevant to policies, strategies, programs, projects, goals, and activities.

**Foundational Fact-finding:** Data exploration, aggregate data, basic research, and review research literature.

**Program Evaluation:** Systematic analysis of a program, policy, organization, or component of these to assess effectiveness and efficiency.

OMB memo M-19-23. "Phase 1 Implementation of the Foundations for Evidence-Based Policy Making Act of 2018: Learning Agendas, Personnel, and Planning Guidance.

# WIOA Evaluation Requirements

Sec. 116e

- Use WIOA Governor's Set-aside funding

- Must include WIOA Title I

- In coordination with State, Local Workforce Boards, and agencies delivering the core programs

- Must use feasible rigorous statistical methods

- Share results in an accessible and public format

- Not WIOA Performance measurement

# Data Quality

# Data Quality

| Data Quality Control | Insights | Data-driven decisions |
| --- | --- | --- |
| • Accuracy<br>• Reliability<br>• Consistency | • Future predictions<br>• Optimization<br>• Specificity | • Identify objectives<br>• Answer questions<br>• Thinking ahead |

# What reports help data quality?

- What data exists to help limit the need to collect previously collected data?

- What reports could help find anomalies in individual reported data?

Ideas                             Existing Resources

     TANF participation              UI Wage - Employment

     SNAP participation              National Student Clearinghouse - Credential

     Veterans datasets

# Current Activities

Learning from evidence

Targeted Outreach

Co-Enrollment

Predictors of Employment

Wage Trends

# Targeted Outreach Projects – Worker Connection

- Career navigation services
- Community organization partnerships
- Target Groups
  - No high school degree
  - Long-term unemployed
  - Believe there is no work available
  - Last worked in accommodation and food services
  - Unmarried minority men
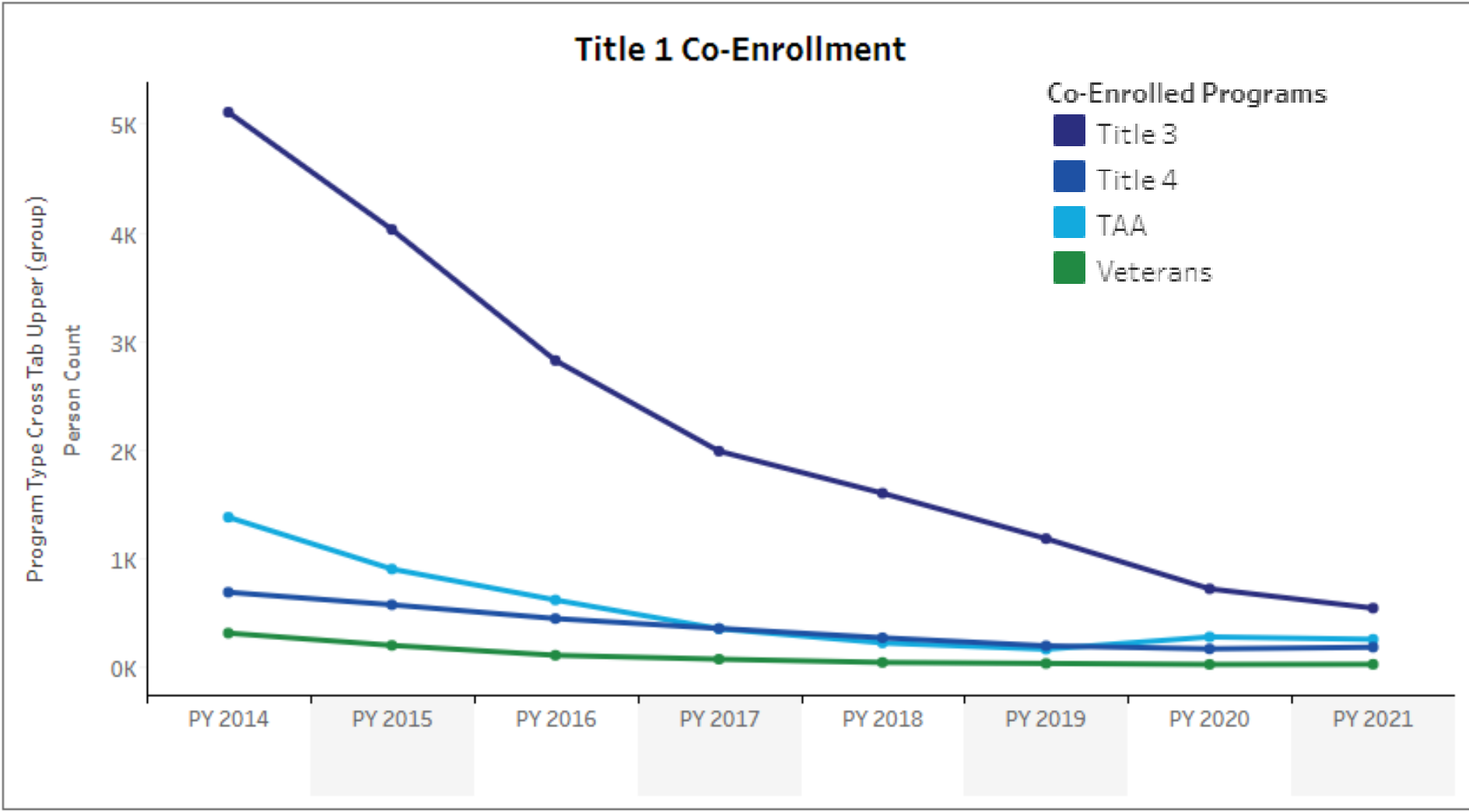  - Female parents
  - Rural areas
  - Homeless

# Question?

# How could targeted outreach help you?

# Co-enrollment Tracking

# How could you use co-enrollment information?

# Predictors of Improved Employment Outcomes

| DATA | INSIGHT | ACTION |
|---|---|---|
| • Assessed effectiveness of TAA services<br>    • Current research findings. | • Use evidence to help influence policy<br>    • Policy making considerations. | • Current federal legislation for TAA.<br>    • Current TAA legislation status. |



DATA → INSIGHT → ACTION

# Wage Trends Over Time

- Capabilities of LWD for longitudinal trends

- Co-enrollment

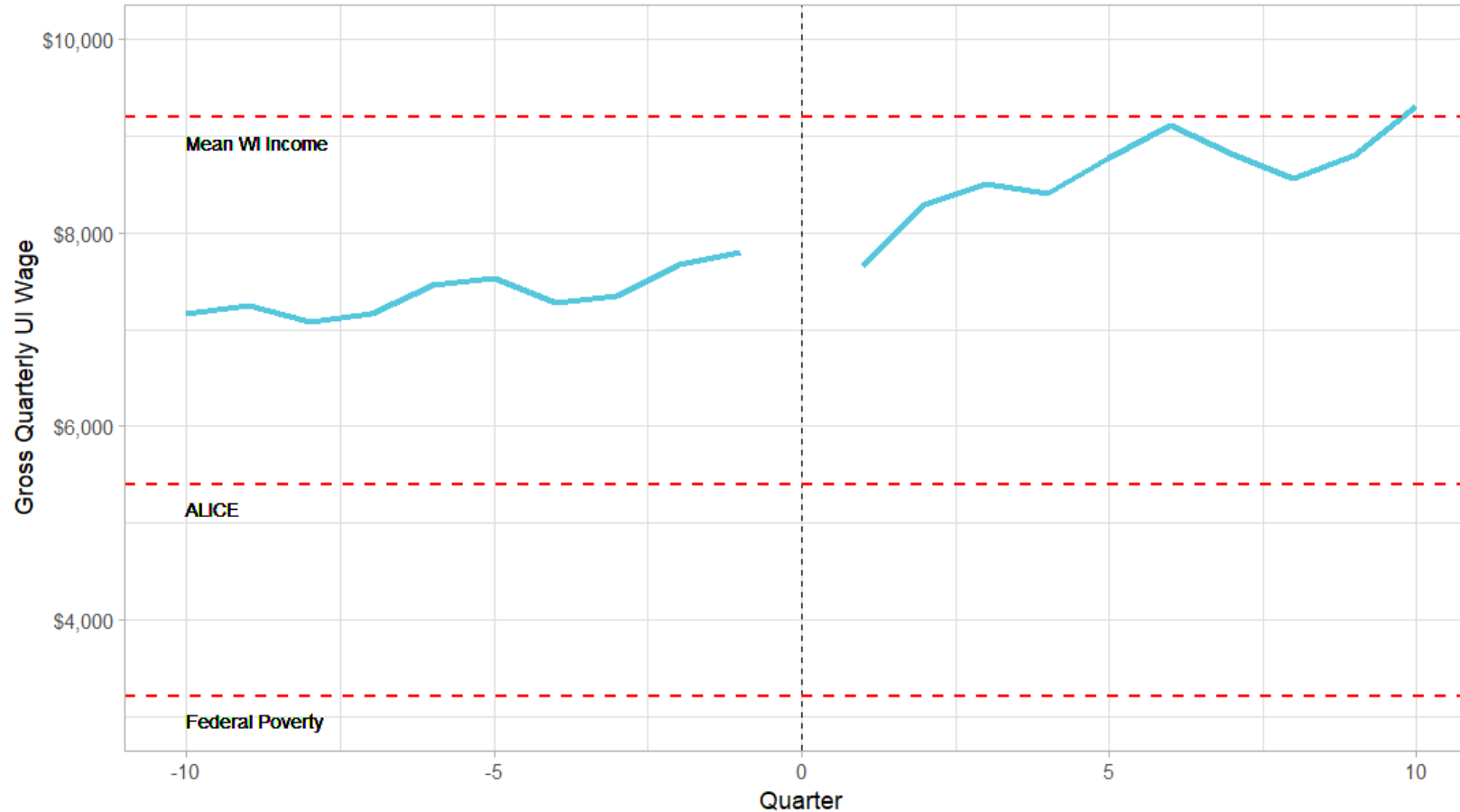- DVR – Registered Apprenticeship, Youth apprenticeship

DVR Wages by Apprenticeship Co-Enrollment Before and After Services
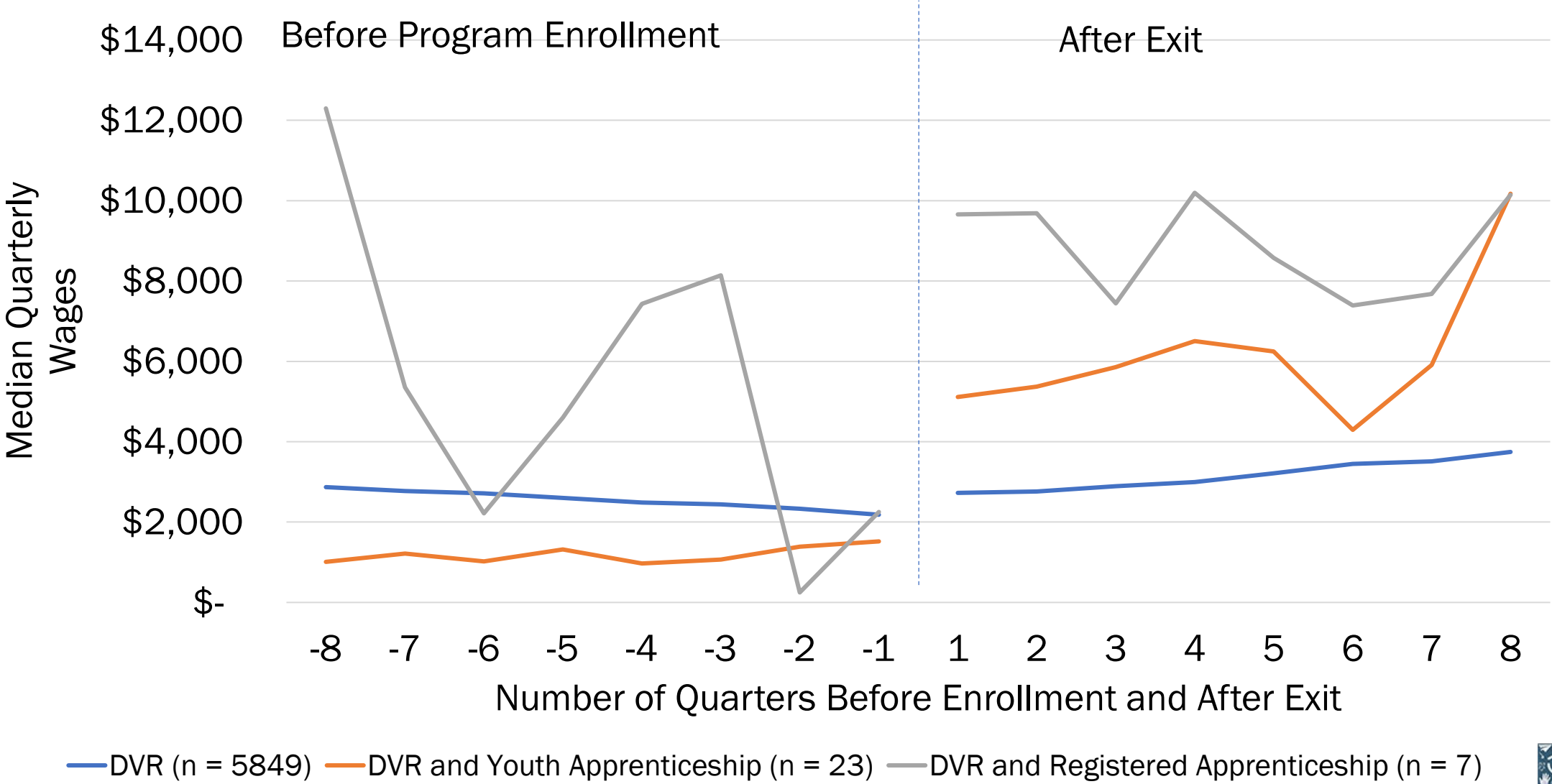
# Wage Trends Across LWD



Trend in Median Quarterly UI Wage
For All WDIS Episodes, 2015 Q1 to 2023 Q1

LWD Features

- 1.2 million individuals

- 22 million quarters of nonzero wage data

- Program characteristics, demographics, etc.

Overall wage trend

- Pre-episode wage growth of $66 per quarter

- Post-episode wage growth of $102 per quarter

# How can you use this information to better inform your practice?

# User Feedback

CEPT

DEI/DVR

Ideas from Data Steward Committee

# Evaluating Tools – Staff and Customer Feedback

- Comprehensive Employment Planning Toolkit (CEPT)
  - Piloted tool in 4 WDAs for 6 months
  - Regular meetings with stakeholders to address immediate concerns
  - Gather evidence
    - customer and staff feedback
    - CEPT usage data
  - Evaluate data
    - recommend improvements to tool
    - shape policy recommendations

# Does CEPT improve:

- employment planning

- participation in action steps

- use of resources
  - self-sufficiency
  - budget
  - community
  - career exploration
  - LMI resources

# Customer Service/Process Efficiencies

How do we understand the customer's experience?

How could we determine if customers are getting what they need?

Ideas
    Call Center data
    Surveys
    Customer Process Flow and Info
    Referral Activity

Existing Resources
    DET CI Team

# Translating Evidence to Practice

Knowledge Brokering

Ideas from the Data Steward Committee

# Translation of Evidence for Practice

- Are there tools you'd like built with evidence?

- How can you use evidence to inform better DEI in services you provide?

- How do we use wage trends for practice?

- How can we better engage and gather customer and staff feedback to inform policy?
  - Who is the customer in specific context?

# Knowledge Brokering

How could we get insightful and timely findings to the appropriate people to effectively inform decision-making?

Ideas

Existing Resources

WDIS Website Upgrade

WDIS Website

DWD Analytics Forum

WTCS Action Research

Beyond Performance

WIOA Performance SharePoint

Quarterly Reporting Analysis

https://dwd.wisconsin.gov/wdis/dashboards.htm

# Global Activity

Reports that provide an overview of the activity within the workforce development system and can show activity comparatively between programs (e.g. geography).

Existing Resources

      Population and Co-Enrollment Reports

      WDIS LWD

      DET Dashboard

      UI Dashboard

      ERD Dashboard

https://dwd.wisconsin.gov/wdis/dashboards.htm

# What are your data needs?

Beyond WIOA Performance

Overview of existing reports

# Learning Question Ideas

# Can you

- Identify what WDIS does for you?

- Identify at least one current evaluation activity?

- Identify at least two ways you could use data in your work?

- Share ways you would like data to be used in the future?

# Questions?

Bryan Huebsch

Ellie Hartman

Meghan Donahue

Matthew Sanville

Alex Verink

Workforce Data Integration System|
Department of Workforce Development
wdis@dwd.wisconsin.gov