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Data Driven Program Management

CWA WorkCon

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TAD GRANTS

TRAINING | ANALYSIS | DEVELOPMENT

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Greetings

1. Name and Location
2. Your Role
3. List one area of strength and one area you would like to improve upon.



Data Points



Customer Participation



Customer Satisfaction



Employer Engagement



Value Data



Training Entry and Completion



Certificate Attainment



Employment Placement & Retention



Number of Participants Unable to Serve

Program Element

Data/Outcome

Training Design

- # enrolled in training
- # completed training
- # completed w/ credential
- # training related employment

Program Design

- # enrollment
- # employed after training
- # retained employment
- # actively participating

By The Numbers



- Questions to ask:
 - What do my numbers mean?
 - Why do my numbers look this way?
 - How can they improve?

Problem

Cause

- | | | |
|---|---|---|
| • Low Enrollments |  | Outreach/Recruitment |
| • Wrong Population |  | Targeted
Marketing/Outreach |
| • Not Completing Training |  | Assessment/Case Mgmt. |
| • Completing without Cert. |  | Transition Planning |
| • Entering Non Training
Related Employment |  | Business Services/Program
Design |
| • Not Gaining Employment |  | Assessment/Program
Design/Business
Services/Transition Planning |
| • Losing Job or being MIA |  | Business Services/Case Mgmt. |

Total Participants Served					Employment Status at Participation								
Target Participants Served Years 1&2	Participants Served GTD as of 3.31.16	Percentage Rate of Year Two Target Participants Served 50% Risk Threshold	Target TOTAL NUMBER Participants Served	Percentage Rate of TOTAL NUMBER of Participants Served 35% Risk Threshold	Target Number of LTU Served	Actual Number of LTU Served	Percentage Rate of Target LTU Served	Target Number of Unemployed Served	Actual Number of Unemployed Served	Percentage Rate of Target Unemployed Served	Target Number of Incumbent Workers Served	Actual Number of Incumbent Workers Served	Percentage Rate of Target Incumbent Workers Served
280	129	46.1%	600	21.5%	510	125	24.5%	90	4	4.4%			
602	234	38.9%	975	24.0%	830	191	23.0%	100	43	43.0%	45	0	0.0%
175	56	32.0%	300	18.7%	255	56	22.0%				45	0	0.0%
208	57	27.4%	476	12.0%	405	43	10.6%	71	8	11.3%			
200	86	43.0%	500	17.2%	425	86	20.2%				75	0	0.0%
290	172	59.3%	593	29.0%	538	164	30.5%				55	8	14.5%
44	40	90.9%	177	22.6%	150	40	26.7%	27	0	0.0%			
150	85	56.7%	300	28.3%	255	83	32.5%	45	2	4.4%			

Grantees are 1.5 years into grant period. Target outcomes threshold set at 75% for Years 1 and 2 and 35% for Total Grant Period

Participants Began Training					Participants Completed Training				
Target Number Began Receiving Educaiton/Job Training Activities Years 1&2	Number Began Receiving Education/Job Training Activities GTD as of 3.31.16	Percentage Rate of Number Began Receiving Education/Job Training Activities YEAR 2 75% Risk Threshold	Target TOTAL NUMBER Began Receiving Education/Job Training Activities	Percentage Rate of TOTAL Number Began Receiving Education/Job Training Activities 35% Risk Threshold	Target Number Completed Educaiton/Job Training Activities Years 1&2	Number Completed Education/Job Training Activities GTD as of 3.31.16	Percentage Rate of Number Completed Education/Job Training Activities YEAR 2 75% Risk Threshold	Target TOTAL NUMBER Completed Education/Job Training Activities	Percentage Rate of TOTAL NUMBER Completed Education/Job Training Activities 35% Risk Threshold
269	21	7.8%	87	24.1%	213	0	0.0%	480	0.0%
479	73	15.2%	797	9.2%	431	7	1.6%	717	1.0%
130	9	6.9%	175	5.1%	80	0	0.0%	170	0.0%
160	46	28.8%	368	12.5%	136	41	30.1%	313	13.1%
200	86	43.0%	425	20.2%	145	14	9.7%	312	4.5%
258	103	39.9%	508	20.3%	204	16	7.8%	508	3.1%
44	40	90.9%	177	22.6%	42	6	14.3%	169	3.6%
150	53	35.3%	300	17.7%	110	12	10.9%	225	5.3%

Total Participants Completed Training and Obtained Credential					Entered Employment (Unemployed, Underemployed and Long-term Unemployed Workers)					
Target Number Completed Educaiton/Job Training Activities Years 1&2	Number Completed Program Activities and Obtained a Credential GTD as of 3.31.16	Percentage Rate of Number Completed Program Activities and Obtained a Credential YEAR 2 75% Risk Threshold	Target TOTAL NUMBER Completed Program Activities and Obtained a Credential	Percentage Rate of TOTAL NUMBER Completed Program Activities and Obtained a Credential 35% Risk Threshold	Target Number Entered Employment Years 1&2	Number Entered Employment GTD as of 3.31.16	Percentage Rate of Number Entered Employment YEAR 2 75% Risk Threshold	Target TOTAL Number Entered Employment	Percentage Rate of TOTAL Number Entered Employment 35% Risk Threshold	Total Number Entered Training-Related Employment (based on program completion)
95	0	0.0%	200	0.0%	240	3	1.3%	580	0.5%	0
301	3	1.0%	502	0.6%	480	15	3.1%	800	1.9%	0
80	0	0.0%	165	0.0%	125	0	0.0%	245	0.0%	0
136	5	3.7%	313	1.6%	148	15	10.1%	337	4.5%	0
18	0	0.0%	50	0.0%	171	14	8.2%	345	4.1%	0
139	13	9.4%	338	3.8%	219	37	16.9%	458	8.1%	0
11	3	27.3%	51	5.9%	44	6	13.6%	177	3.4%	0
110	1	0.9%	225	0.4%	82	18	22.0%	168	10.7%	0

Using Data to Manage Teams



- Reports
 - # of Services Provide By Case Mgr.
 - Types of Services Provided by Case Manager
 - # of Businesses Engaged by BSR
 - Completion of Training By Class & Provider
 - Certificate Attainment by Case Manager/Class/Provider

Demonstrating Value

- Use Data To:
 - Build capacity
 - Develop targeted marketing campaigns
 - Build partnerships



Key Points



Data does not always correlate sequentially



Collect the right kinds of data



Data is used to drive program design adjustments



Use data for future grants and marketing efforts