**WorkforceGPS**

**Transcript of Webinar**

**Performance Driven Data for America's Promise Grantees: Where We Are and Where We're Headed**

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LAURA CASERTANO: Again, I want to welcome everyone to today's "Performance Driven Data Analysis for America's Promise Grantees: Where We Are and Where We're Headed."

And I'm going to turn things over to your moderator today, Gregory Scheib. He's a workforce analyst for the U.S. Department of Labor, Employment and Training Administration. Gregory, take it away.

GREGORY SCHEIB: Thanks, Laura. Hello, everybody. This is Greg. I am the lead for the America's Promise grant. It's very nice to be with you all today. I think we've got what should be really interesting webinar.

We'll talk about performance and maybe have a chance to talk about some of the challenges you guys are facing. We're going to go ahead and just get right into it. As Laura mentioned, if you guys are signing on, make sure to tell us where you're from and what your role is.

Laura should also have up the poll and we'd love to see where – what your role is with the program is. We're going to bring those results up now. I'm glad to see we have a lot of program directors online.

I'm hoping we'll see some performance people, or at the very least, in many cases you may be doubling up. You're probably also the performance experts at your various institutions. But we do have a lot of good information to impart today, so thank you for contributing to that.

We do have a second poll for today that we'd like to ask you all and that is what's the frequency that you do data collection and analysis? Do you do it on a daily basis? A weekly basis? Monthly? Quarterly? What is data?

Which if anybody is daring enough to put that in there, we'll all laugh about it. But obviously data is very important and not just – beyond just the quarterly reports that you submit to us. So it's good to see that many of you are using it on a daily basis or a weekly basis and that's good.

I'm sure you all will have plenty of questions and I think find some of the things that we've got to share of interest to you. I'm going to go ahead and move us along here. At this point, I am going to hand it over to our two resident performance experts.

Your presenters today are going to be Kevin Mauro, who is the HIP Project Lead, and the performance expert for many of our legacy program performance systems. We've also got Timmy Dudley, who many of you know, who's been hosting our office hours and helping everybody out with the WHIP system.

Also with us today is Heidi Sheppard, who is our Technical Assistance Lead and she'll also be interacting and sharing some of the upcoming trainings and opportunities we have for technical assistance moving forward.

So with that, I think I took Kevin's slide, but I'm going to move us to today's objectives and I'm going to hand it over to Kevin Mauro.

KEVIN MAURO: Hi. Good afternoon, everybody. Thank you for taking some time out of your afternoon to join us today.

We're really happy to have you here and we're really excited to get you guys thinking about performance data, talking about your performance data and thinking about the ways that you can use your performance data to inform your program design and sort of think about the ways that using this data, that you're not just collecting because you have to give it to us, but think about the ways that you can use this data that you have to collect and inform some of the decisions that you're making within your own program.

So we're going to take a look at – on this slide, we'll talk about some of the objectives of what we're going to talk about today. The first thing that we're going to do is we'll review the America's Promise performance data.

I'll go through some slides and charts and graphs and give you guys a sense of how the grant overall is doing, how many folks you guys have collectively served, things like that. After we go through your data, we're going to open it up to a more general discussion.

We're going to talk about some of the challenges facing your grantees in the second year of the grant and then we're also going to talk about how to use that data to reach your performance goals.

Then finally, we are going to offer some technical assistance and take some technical assistance and performance related questions. Anything that is sort of on your mind, we'll open it up and give you all a chance to talk to all of us.

So with that said, the title of the webinar is Where Are We Now? And now that you all have a couple of quarters of performance data in the WHIP system, we wanted to use this opportunity to take a look at your aggregate data for the entire grant program.

If you've completed the first year and a half of the grant life cycle, it's also a good time to take a look at how your own grant looks through the lens of your performance data and make any assessments, whether there are any areas that you may need additional assistance in or if there are areas that can show us where all grantees need some technical assistance so we can schedule that now while there's still time for you to make any adjustments to your program plans and to help you meet your targets.

So let's take – let's first take a look at some of the most basic data about the individuals you've served. This pie breaks down the split between men and women served in aggregate by all of the America's Promise grantees.

As you can see, it's a fairly even split. That's roughly 58 percent men and 42 percent women with a small number of participants not responding. Wanted to start you would with some of this kind of basic information just to show you some of the details you can pull out of your own data as you're collecting and submitting your performance reporting data to the Department of Labor.

In addition, because you have access to your individual participant level data, you can break this data down even further and determine, for instance, of the men and women that you're serving, how many have earned credentials or how many individual men and women are enrolled in OJT programs or whatever other metrics you would find helpful?

Now, the big idea is that as you're collecting this data, you could also use it to inform your program design and resource allocation decisions. On this slide, I've shown you these aggregate demographics for all grantees, but gender demographic targets are not required for the America's Promise grant.

What I would like to show you is that looking at this data can still be instructive when planning to meet other targets or when identifying where there may be gaps in your program that need to be addressed.

Here's another example of raw demographics served by all of the America's Promise grantees. In this case, we're looking at the number of low income participants served by America's Promise grantees.

Again, this might be a population that your grant is actively trying to serve, in which case regular analysis of your own participant data can inform you if you're successfully reaching this population or if there are barriers to serving low income participants that might require a change in your outreach strategy.

Of course you're always encouraged to reach out to your TA coach for individual technical assistance if you find that your data shows you're falling behind your own performance targets. In terms of this pie chart, again, these are the aggregated totals for all America's Promise grantees.

You can see that you've served over 25,000 low income participants as of the quarter ending 3/31/18 and from the chart, you can also see – this is about 2/5 or 40 percent of the total participants. Again, there are no grant wide targets for these demographics, but you may have individual demographic targets within your grant.

I'm only using this data as an example of the kinds of ways you can pull your data apart to inform your program design and make changes as necessary.

So with all that said, here's a look at some more raw numbers for the entire grant. As a grant, you serve 6483 participants, 5129 participants have began training and 1356 participants have entered employment.

I think it's important to consider those numbers for a moment and think about all the individuals who have gotten assistance through your America's Promise grant program, because each of those numbers demonstrates a significant work that you're all doing.

Now, to put your numbers in a little more context, I put those raw numbers on this chart against your cumulative targets for years one and two as well as your target goals. As you can see, collectively you need to serve about 3600 participants to meet your years one and two target goals for participants served and you already have served a little less than 1/3 of your total target for the entire grant period.

You had over 5000 participants begin training, which is also about 2/3 of your years' one and two targets and over a quarter of your total target. The final column shows the 1356 participants who have entered employment.

Again, this is a little over a quarter of the year's one and two targets and about 12 percent of your total target goals. Again, this is to help hopefully give you all a sense of where you all are collectively and where your targets are as well.

It's also important to remember that this data is for five quarters of your grant life cycle and the years one and two targets are going to measure an additional 3/4 worth of data including the data you just uploaded a couple weeks ago, which is not included in these charts.

This chart shows you a demographic breakdown of the participants that you all have cumulatively served. The targets are for the entire grant life cycle as there's no yearly demographic benchmarks.

In general, we can see that you are all serving about 10 times more unemployed and underemployed participants as you are serving incumbent workers. This does make sense, because of the caps on incumbent workers that are part of the America's Promise grant program.

However, you can also see that as a percentage, the number of incumbent workers compared to your target is much lower than the other demographics. This could be for any number of reasons, including an intentional program design.

However, if you are experiencing any difficulties serving incumbent workers, please let us know either in the chat box or by reaching out to your TA coach and/or FPO. We can arrange for individual TA or if it's something that most grantees are experiencing, we can arrange for some TA events that will address those issues specifically.

When we look at the outcomes for incumbent workers, the performance data also shows the numbers lagging behind the target goals as well. I wanted to take this opportunity to ask all of you if there were any questions that you had for our TA team or for the performance reporting team.

Obviously if the incumbents served is the kind of targets, it would be reasonable that the incumbent outcomes were also behind your targets as well, but I wanted to put it out to you and ask if there were any specific challenges with incumbent workers or if it was a challenge collecting the data from incumbent workers or if the training programs are, by their nature, longer term and the outcomes haven't been captured yet.

I'll give you all a chance to maybe put something into the comments. Multiple attendees are typing, so I will give you one opportunity just to finish your thoughts and to look at this great graphic that's been created as well.

(Inaudible crosstalk.)

All right. I am seeing a couple questions come in and I may pull Greg back in to see if we can answer some of these questions at this point.

MR. SCHEIB: Yeah, absolutely, and Timmy, feel free to chime in as well. I know in terms of – it looks like, obviously, there's numerous issues around incumbent workers, but I'm going to take the question I know we recently ran into an issue with where we were confused about what quarter to exit our incumbent workers in, and this has recently been adjusted.

Obviously Kevin is using the data from the March 31 quarter and we have a whole other quarter's worth of data that we'll be analyzing in the next month or so. So obviously things maybe different and obviously that actually just goes to the point, I think that is important to keep, that this data is always changing and so even though we're looking – even a quarter's difference can make a big change in how this looks.

So it'll be interesting to come back a quarter from now and see where these fit. Again, obviously some of it is just programmatically designed. If you've got folks in a two year program, you're not going to start seeing outcomes.

As far as we're challenged with collecting the data and therefore considering serving fewer incumbent workers, I'd be curious. I think that came from you, Jenny, I'd be curious, is that issues with collecting it from the employer or other barriers that you're encountering that you maybe hadn't anticipated.

So I don't know if you want to comment on that, Jenny, we'd appreciate it. Right. Employees seem a bit hesitant to want to do the paperwork associated with receiving and funding. We've been focused on serving our target population.

Yeah. I mean, the issue with employers hesitant to do the paperwork, obviously most businesses would prefer to cut down on the tracking component that we often have to deal with, with these programs.

On the other hand, hopefully they're seeing the benefit of this incumbent worker training for their own company and so there may be an issue about maybe you can do some framing around why it's so important that you get those outcomes, because obviously it impacts your ability to be successful and your ability to be successful with future grants.

Let's see, based on the outcome data. (Inaudible.) So let's see, Jenny is writing in a little bit more, but if we want to move on, we can kind of keep going and we can always come back and we'll have an opportunity to answer and dig into some questions at the end as well.

The training has been going on longer than we had planned for. There you go. So some things that are a little bit out of our control and a few things that maybe we have more control over. Maybe the employer component, to the extent we can ask for that from our employers.

So some things to think about. Kevin, you want to take it back for now?

MR. MAURO: Yeah. Thanks, Greg. Yeah, as I said, some of the outcomes like you all were putting into the chat box, some of it might be related to program design. Some of it might be related to the length of the training program.

Some of the things that we were really hoping today you guys would help share with us, so it's also I think helpful for your fellow grantees to also hear some of the ways that – some of the similar situations that they may find themselves in that you are as well.

But I'll move on to the next slide. And this is a chart I've put together. It's something grantees have asked for in the past, specifically we're looking at the participants served and I've arranged the individual grantees by the percentage of each year's – each grant's years one and two targets achieved.

So this is really to give you a sense of where your grant is relative to the entire grant program and the grant total. And it's important to note these numbers only reflect where each grant is in comparison to its own performance targets.

In this chart, I put the focus on the grantee percentages for years one and two's targets and you can find your own grant's target percentages in this list arranged by the first column percentages. So again, the first column is the years one and two targets and the second column is the percentage of total targets for the participant's served.

There's a pretty diverse set of numbers from top to bottom, but you can see that as a whole, you all have reached about 64 percent of your years' one and two targets. Of course year two is not finished yet, so there's still 3/4 of data to make these benchmarks.

This chart looks similar. It's the same as the previous, except it is measuring the percentage of your targets based on the participants who have entered employment. Again, it is important to note that these numbers only reflect where each grant is in comparison to its own performance targets.

So this chart also focuses on the grantee percentages for the years one and two targets and you can again find your own grant's target percentages in this list arranged by the first column percentages.

Speaking a little more broadly, as a whole, all of you have met about 28 percent of your years one and two targets for employment, but again, you have three more quarters of performance data that will go toward meeting those targets.

One final thing I'd just like to note, and this is the reason we encourage you to do some basic regular analysis of your performance data is because it's only logical if you're lagging behind your early targets now, it only makes it harder to reach your future targets.

I know that was a lot of data and a lot of numbers, so I wanted to pause for a moment. Does anyone have any questions at all? If you have any questions, please enter them in the chat window below and you can ask us about anything.

Ask about the data, about technical assistance or about performance reporting. Anything performance related that's on your mind.

MR. SCHEIB: I didn't see anybody – this is Greg. I didn't see anybody from Rhode Island on. Maybe I missed them, but we are certainly happy to put you in touch with somebody from their program so they can talk to you about their own program design and what's working for them.

Are we on track? Good question. Are you on track, Jenny? There you go. All right. I mean, I think the key that Kevin is trying to make and that we're trying to make is obviously it's nice to see all the grants.

It's always nice to see how your program is doing in context of the other programs around the country, but at the end of the day, you have these performance measures that we're holding you accountable for and frankly you probably have your own set of success measures that you're tracking for yourself and we're just really trying to encourage you to take the data that you have.

There is a lot of data and to the extent that you can, if you can get in there and dig in, you may be surprised, for example, again, to the point that Kevin was making, if you find out that you're serving – you thought you were going to be serving more women and you're not or you're serving more men in OJTs and or something along those lines.

Or if you said you were going to serve low income participants and that's not being borne out in your outcomes, then that's an opportunity to go back and look at program design or whatever factors are potentially impacting those outcomes.

Yeah, and we'll make sure that we get you in touch with the Rhode Island folks. The grant as a whole on track though. Well, one of the things that, when I first looked at the data, and like I think everybody else is, it's always great – it's always good to see that outreach is working and that we're getting folks enrolled and are participating in training.

But at the end of the day, it's really about job placements and advancement, if they're incumbent worker and things like that. So it goes without saying that over time we want to make sure that it's not just about training completions and credentials, but it's also about turning those into better jobs and – or helping people retain their jobs or advance in their occupation.

Go ahead and move on, Kevin?

MR. MAURO: Sure. We are about halfway through our time and I think this is a good opportunity to let everyone know I'm not going to throw any more numbers at you. That's sort of the end of the data presentation part of the webinar today.

That's the good news. The better news is that you all get to participate in the second half. We're going to have an open discussion and hopefully generate sort of a more freewheeling format instead of just me throwing grass at you.

So let's start, again, something that we asked at the beginning, but just to sort of get a sense of how you guys are operating. How often do you and your partners review this data together? And again, you can type your answer into the chat box and also, if you can, give us a sense of when you review the data, what are you doing with it once you do review it?

Is it purely to see if you're meeting targets or is it any type of deeper analysis? And the other good thing to note is that there are no wrong answers, so please feel free to type away. I do see multiple attendees typing. That's always a good sign.

OK. Sort of the first answer we see is that it depends on the partner. Some weekly, some monthly, some quarterly, but maybe in general weekly. One of the things that I would ask, since you were lucky enough to be the first person to respond, Jenny, was have you used what you've learned in the sort of data review that you've done?

Has that affected your program design or resource allocation at all yet? OK. Lots of answers coming in now. It looks like a lot of folks are reviewing their data monthly.

MR. SCHEIB: Yeah. But it's good to see, though, I mean, something that occurs to me was beyond – I mean, performance reporting, it's about seeing outcomes and getting a sense of your successes, but I would also say that it's also about telling your story and so part of that is having that data so that when you do go back to your partners or your employer partners or your Workforce partners or your economic development partners, you can really show how the work and the effort that you're putting in and the work that your participants are doing is really playing out and helping to tell the story about what you're trying to accomplish.

I think that's important as well.

MR. MAURO: OK. Yeah, we're getting some great answers in here. Again, I think mostly seems to be the consensus and again, I can't emphasize enough there is no right or wrong answer. The frequency you review your data should be whatever works best for your program and is not a burden.

If you find that you are in need of reviewing maybe more frequently, then obviously that's something to look in to, but otherwise, the important thing overall is that you are looking at your data and you are drawing some conclusions from it, because it is sort of showing you where the rubber meets the road, so to speak, of how your grant is doing and how it looks to an outside, impartial observer that is not with you every day.

Let me move on to the next question. This is a little bit more broad. Are you facing any difficulties that could be causing your reported performance data to be lower than your targets? I know in the past some grantees have said that they've had some challenges that they were serving more people than maybe the data was showing or that there were some unique circumstances that were sort of keeping them from meeting their targets and this is where I want to sort of throw this out to you.

Are any of you sort of experiencing any unique challenges that are keeping you from meeting those targets?

TIMMY DUDLEY: Kevin, I will just say that some grantees do understand – that we do understand some of the – (inaudible) – that we do have in place hold back some of the QPR totals as far as reaching your target.

As mentioned, incumbent workers, that's one of them where for advancement they have to have completed the training. So obviously those numbers will be lower currently than they actually are in practice. So we do understand – (inaudible) – may hold you back.

MR. MAURO: Yeah. And right now I'm not seeing anybody typing, so I will assume nobody is facing any difficulties?

MR. SCHEIB: If we're seeing like incumbent retention, data takes 3/4 to show up, right? I mean, some of them there's a lag and I think to Timmy's point, some of the outcomes simply may not be reported yet, because they either haven't occurred or are in the process of being captured.

MR. MAURO: OK. Well, hearing nothing from the grantees – oh, yes, we're able to serve participants in each county of the state, however we've been unable to run classes and Sussex County.

So is that a geographic sort of challenge or is it bureaucratic or what was the challenge keeping you from serving that one county?

MR. SCHEIB: Well, in terms of your question, Rosann, I mean, maybe there's some opportunities. I mean, not knowing what kinds of training you're trying to offer to see if there's some sort of – made up of retirees, right?

But yeah, and I mean, right, so part of it is just a demographic issue, perhaps, but are you looking at alternative ways to offer things in Sussex or is that something that you're just looking at? How are you trying to address that?

MR. MAURO: And I would say while we wait for a possible response, I was going to move on to the next slide. Switch gears a little bit and ask the grantees what best practices would you attribute to some of the data where you're meeting your measures?

So rather than talk about what's keeping you from meeting your targets, what have you done that's really helped you meet those measures that you are following?

MR. SCHEIB: Yeah, you know, I'm jumping back to Cody's comment, and again, back to the point that Timmy raised, you know, when you're dealing with performance and as we're getting more comfortable with the WHIP system, it is important though that you're familiar with how those logic rules work and things like that, because some of those rules, of course, will impact how things get played out.

Obviously we do get questions towards the end of every quarter as folks are getting ready to submit those things, but I would also put out there that obviously you have access to WHIPs throughout the year and you can always be putting in data as a test to see how it plays out.

If you have questions or you think you should be getting one outcome and you're getting a different outcome, you can send those to your America's Promise mailbox and we will try to dig into those and make sure they're resolved.

But just also a reminder that we've been – many of the improvements that we've made over the last couple of quarters on WHIPs has been a direct result of the great feedback we've received from all of you and our other H-1B grantees in terms of logic rules that don't seem to be right or questions about interpretation, things like that.

So we really appreciate those and if any additional questions or things come up along the way, we'll be here to help you with those.

MR. DUDLEY: Let's see. What else do we got here?

MR. MAURO: A lot of answers just came in all at once. You know, the other thing that I'm seeing in some of these comments is that if you've been successful in some of these – like I'm thinking of, where's Greg's comment, about good relationships, we always like to hear about those kinds of successes so that we can share them and see if people can apply some of that same thinking.

Yeah. We have – there's a lot of great answers. I agree, WHIPs was a headache. But there's still a lot of great answers in here and best practices and hopefully maybe we can get together some sort of peer to peer to share some of these best practices with each other, because I think there's a lot of good information in here that maybe can be sort of cross pollinated.

While you guys continue to answer, I'm going to reveal one more question. What steps will you be taking in the next year to meet your grant outcomes?

And that can either be something that you're already doing that you are going to modify or continue or strengthen or something new that you're going to add or anything that you're going to be proactive about in the next year to sort of meet those grant outcomes.

Those targets that we showed on the charts before.

MR. SCHEIB: And Andrea, I'm just commenting on – I know WHIPs, well, we've all had headaches with WHIPs at different times, but we have tried to put together a lot of materials and I know it can be kind of daunting, but we are in the fall anticipating – (inaudible) – changes, a couple of new data elements that we've been sharing with people over those last couple of months that will probably come online and little tweaks along the way.

And so I would like to – we'll talk about it again at the end, but we will be doing a webinar in October, specifically around performance and which performance. So hopefully that will provide you some additional information.

You can always go to WorkforceGPS and then performance page there to get a lot of resources that are up date. Yep. Oh, good, yeah. You got it. Thank you for putting that up there for us.

MR. MAURO: Yeah and it looks like there is some interest in some sort of peer to peer interaction and our technical assistance team will talk about that, I think, moving forward. So many great answers coming through. Hopefully you're getting a chance to also read them as I am.

But working with employer groups to host information sessions to let employers know the skills that graduates will be learning, the credentials they'll be earning and engaging them up front and sharing success stories.

Beginning to proactively use data to identify participants in the most need of support, talking as the data guy, 100 percent behind that. Conducting regular checks, ensures no one slips through the cracks. Yeah. Excellent, excellent stuff.

I think Greg was about to say something before I revealed our final discussion question.

MR. SCHEIB: If I did, I've forgotten what it was.

MR. MAURO: OK. Along the same lines of the steps you'll be taking in the next year, I wanted to ask all of you what type of performance technical assistance or information would assist you in meeting or exceeding your performance targets in the coming year?

Tell us what you would find most helpful. This is, again, a chance for you to sort of let us know what you would like to see. Can't get enough WHIPs training. I think that you're probably not alone.

It seems – I'm correct, yes.

MR. DUDLEY: Anything specific in WHIPs that you're having trouble with or more clarification could be used for?

MR. SCHEIB: I think David's going to say all of it. You know, going back to something that I think Ronna had mentioned was that – I guess it was reminded that using your data to help educate some of your employer partners, especially those that are chasing against reporting outcomes, I mean, they care a key point or a key part of you being successful and so if you can show them how their information is going to be impactful to you, and also, frankly, again just from the notion of telling a story, because everyone stands to benefit with these partnerships that you all are building out in your various regional sectors and your regional workforce partnerships.

MR. DUDLEY: And David, measurable skills gains and incumbent workers are going to be talked about in our October webinar. So those are on the radar.

MR. MAURO: It looks like another person would like some WHIPs training. Let's see, set the expectation up front in terms of what you will need in return from employers. You want the partnership to continue to grow beyond the grant, absolutely.

One of the things that I'm sure, if you have not begun actively thinking about already, you should begin thinking about, is your sustainability planning. I'm sure there will be some technical assistance coming along those lines, because it's never too early to think about sustainability.

Sustainability starts on day one.

MR. SCHEIB: Yep.

MR. MAURO: Another in person session for career specialists and project directors would be helpful and allow the opportunity for connecting with other grantees. Oh. I believe that that is going to happen and that would mean details would follow at some point.

I will give you one more moment to see if anyone else has any idea about the type of performance, technical assistance or information that would be helpful. We certainly understand the request for some help with WHIPs.

So seeing no further specific information about technical assistance, one final sort of general call to all of you for any other questions, any other – anything at all? This is sort of before we wrap up the webinar, this is your opportunity to ask us anything, to comment on anything.

It's really your opportunity to throw anything back at us that you would either find helpful or that you would need to know or ask me how I picked the colors on those charts, like did they really pop or anything that's on your minds.

MR. SCHEIB: Something, while you guys are mulling all that over and thinking about what pearl data element you're going to ask us about, I was just thinking that another thing to consider is obviously there are a lot of tools on Excel.

You know, you can get this data and maybe the systems you're using can already produce this or put it into some formats, but there are lots of different ways and lots of different tools out there that you can use to help interpret the data, because in many cases and even with the beautiful, but also straightforward charts that Kevin has provided today, you know, it's also about how you present the data.

There's many, many ways that you can present this data, but you really want to do it in a way that is easy to understand and really convey the data that supports the story that you're trying to tell.

It's not about manipulating the data, by any stretch, but certainly picking the right method to convey that information, whether it be a chart or a graphic or a table or whatever the case may be. There's lots of good systems out there that you could potentially use Tableau, I think InfoSpace and – Kevin, is InfoSpace something that's available?

MR. MAURO: I think that that is sort of internal at the Department of Labor. (Inaudible) available to external.

MR. SCHEIB: Sure, sure. But there are many other systems like Tableau and others that you can use to help interpret your data. It's just something to consider.

MR. MAURO: I was just going to make a note of David's comment. He just said that the data reviews are extremely helpful and he'd love to do it regularly. By all means, if you as the grantee find this type of thing helpful, we are certainly happy to do it for you.

It's your data; we're just showing it to you. So that would not be sort of out of the question at all. And like I said, we're happy that you find it helpful. That's actually very helpful to us.

MR. SCHEIB: Yeah. And strangely, we sometimes enjoy it more than we'd like to admit. Let's see, I know everybody just sort of made it, if you will, through another quarter of performance reporting and hopefully for those that – hopefully you're getting more comfortable using the WHIP system.

I know at first, certainly those first couple of quarters it was quite challenging and we've really noticed a drop in the number of sort of technical assistance questions we've been getting about the system as a whole.

Obviously there are still questions about what does measurable skills mean? What is incumbent worker? What is unemployed and some of the questions that go towards eligibility (inaudible).

MR. MAURO: We may have lost Greg or he may have been muted. Oh, there he is. Maybe. Yes, we only have about five minutes left and Greg may be muted or he may have dropped, but we are still here and I see Jenny would also like to maybe quarterly look at the data.

It's something we can certainly look in to. Like I said, if grantees find it helpful, we are happy to put it together for you. I will – since I don't see any other questions coming in, I am going to use these last five to four minutes to let you know some of the things that are maybe coming in terms of your grants and some of the technical assistance that's available and some of the resources that are available.

So first I would like to have Heidi let you talk about some of the upcoming TA events that are –

HEIDI SHEPPARD: Upcoming.

MR. MAURO: Upcoming, yeah.

MS. SHEPPARD: Thanks, Kevin. Hi, everybody. As you see on the slide Save The Date, the first thing is a peer to peer WebEx for new program leadership onboarding and the purpose of this targeted WebEx chat is to provide new AP grant directors and managers with onboarding resources and information on the program.

This is a WebEx that's only open to new program managers or directors and the idea that it will be an active Q&A session and you will be specifically identified and invited to that. That'll be in September. Right now the date is September 14th.

The next one is a webinar entitled, Telling Your Story, which is also something that I think will be useful to everybody in terms of sustainability planning and strategies and whatnot. The purpose of it is to help you guys with useful strategies and ways to convey your program and successes to your stakeholders, potential participants and other partners.

The third webinar that's upcoming in October is on innovative supportive services. This webinar will describe various supported services that grantees are utilizing to help their participants. It will also address how the services are funded and the sustainability of those services.

MR. SCHEIB: Hey, folks, am I coming back? Did I get back on?

ALL: Yeah.

MR. SCHEIB: Oh, good. Well, you know, I answered the question about measurable skills gain and I also explained everything you needed to know about incumbent worker while I was cut out, so unfortunately I won't be able to get back to that on this call, but don't worry, it'll all be OK.

MS. SHEPPARD: OK, onto the resources slide, which just shows you the community of practice link, which is your home for all of America's Promise online resources, so be sure to sign up and become a member of our community.

Also, the performance reporting resources for (inaudible) programs, any performance reporting related resources you might need, you can access through that link and then WHIPs Tips, guidance on common WHIPs reporting issues you can access through that link as well.

Back to you, Kevin.

MR. MAURO: All right. So last thing we were going to talk about, Timmy is the person that you generally are going to interact with if you're mailing the America's Promise mailbox or if you have performance questions about your America's Promise grant.

So this is the America's Promise information. You already know it, I'm sure, but it's up here just in case you do not. Please send an email to the America's Promise mailbox at any time, whether it's a performance question or any type of question you have about your grants and someone will get back with you shortly.

And I think that's the end of our time, so with that, I guess we will say thank you and that is the end. Again, thank you for spending part of your afternoon with us. We're glad that you hopefully found it helpful and any other questions that you might have, you can quickly put them into the chat box or send them to, like I said, the America's Promise mailbox and we'll get an answer back to you if something went unanswered.

But otherwise thank you for joining us.

(END)