**WorkforceGPS**

**Transcript of Webinar**

**YouthBuild Series - Building Your Toolbox for Success: Program Design and WIOA Resource Spotlights**

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JENNIFER JACOBS: Now without further ado, I'd like to turn things over to our moderator today Michelle Lee-Jones, workforce analyst at the U.S. Department of Labor's Employment and Training Administration. Michelle?

MICHELLE LEE-JONES: Thanks, Jen. Good afternoon. It is my pleasure to introduce your presenters for today's webinar; Consuela Greene, senior director, DOL YouthBuild program impact; Mary McRae, technical assistance coach; Kurt Von Stetten, director, data services; and Lisa Reddy, associate director, knowledge management.

Today we will focus on understanding how to navigate the WorkforceGPS to find resources to strengthen programming and WIOA alignment. We also will be identifying continuous quality improvement strategies to assure quality programming and positive performance outcomes as well as exploring data management strategies to address common data and performance management challenges.

OK. Let's start with a poll question. What is your role at your YouthBuild program? Please select one of the following answers that's listed below. I will give you guys a few seconds to do so.

OK. It looks like we have the majority of program directors; 13 percent executive directors, 13 percent case managers, 9 percent job developers. It's looking pretty good. So thank you guys for that.

I will now turn it over to Consuela.

CONSUELA GREENE: Thank you, Michelle.

So I'm starting off – I will kick off our webinar with just a quick overview of what we're going to cover. We really see this month's webinar as an opportunity for us to remind you of tools that are available for you but also to highlight some tools that really are there for you to both address some of your Department of Labor YouthBuild program management and program design challenges but also really listing up some great things that we've heard and learned from the field.

So for today's webinar, I'll be going through highlighting and spotlighting some resources and tools. I want to remind everyone that we'll be using the chat box, chat window for to collect questions along the way. We'll answer them as we see them if we can, but we also have a separate question and answer section in today's agenda.

So as I get started to just make sure I can – that you all see the slides that I'm looking at, I'm going to start with reviewing the tools for Department of Labor YouthBuild program management and program design. Mary McRae and I will do this section of today's webinar.

So I would love to talk about really thinking through how do you use your statement of work to guide program management. So whether you are a new program director or program manager or you've been around for a really long time but you may have new staff or new partners, it's really critical that you understand that your statement of work is what you said you would do with the grant.

And along the way, grants get written, awards happen, and then you get to work. And as you get to work, it looks like things are going to go the way you hope, and then sometimes they don't. So it's really critical that your statement of work is something that is a living document that you're reviewing it, that other people that are involved with making sure your program is a success knows and understands what you have committed to. And that includes staff, others within your parent organization, as well as partners if you are hiring them to provide any core services on your grant.

So I want to remind everyone that it's really critical that you use your statement of work. Some programs have created short summaries of their statement of work so it's easy to share it, pulling out pieces that are relevant to partners or staff. But it's really critical for all core staff to be familiar with your statement of work. And if there are things that have to shift or change that you are in conversation and partnership with your federal project officer to kind of keep them abreast of what's going with how you would do.

So Jen, if you can advance us to slide 11 because I cannot advance slides right now.

MS. JACOBS: OK. Not a problem.

MS. GREENE: Thank you. And so for – the piece that I would love for us to take a close look at and we've pulled some resources for you to take a look at your own leisure is really thinking about enrollment. So enrollment is the beginning of your program. You've set a target, your goal is – during your grant cycle – to reach 62 young people.

So what are the numbers that you're trying to reach? How are you organizing your program structurally with cohorts and staffing to appropriately reach your enrollment target? And does everyone that needs to know, know the population that you are aiming to serve and where you plan to really select and recruit young people?

And so when we listed up a couple of resources that are really helpful in the YouthBuild WorkforceGPS community of practice that are really key to help you really think about how you manage your enrollment and recruitment. One is the Department of Labor compliance documentation and key guidance. That's an important resource for you to have access to and for others on your staff to know what the rules are.

And the YouthBuild WIOA FAQ sheet, that’s extremely helpful because it allows you to kind of go back and refer it if you have questions related to the WIOA guidance.

And then we have the TEN 13-11 and that is YouthBuild participant documentation. So oftentimes program staff will have questions of like what counts, how do I document that. This is an important resource to go to, and in addition to checking out the TEN 13-11, really raising any questions you have up to your federal project officer who can help you really troubleshoot if you need some interpretation or need help understanding something that's in any guidance that's given.

And another guidance that's important for you to know when you're thinking about enrollment and recruitment is the TEGL 14-09 and that is really the mental toughness/orientation allowable costs in your YouthBuild program. Making sure that you are following the rules and guidance around what you can use your Department of Labor grant for during the mental toughness and orientation period.

And if we could move to slide 11 – I mean, slide 12, sorry. Yeah. I still can't move slides. I wanted to highlight in particular the documentation and key guidance resource. This is the resource that I love that we are really working hard with the community of practice to spotlight tools and resources.

And this is one when you do have questions, go to this to really think through the documentation requirements and key guidance and would love for folks to see the WorkforceGPS as a first point of finding resources but again reaching out to your federal project officer with specific questions if you don't feel like you're getting the answer in the documents that you are reviewing.

Next slide. And just to give you a quick overview of the WIOA frequently asked question sheet, this is the document that I have found extremely helpful even from a technical assistance standpoint. It allows me to go back and quickly refer to eligibility guidelines, programming guidelines, any quick questions or common questions that were asked around fiscal and performance measures.

And in addition to that, it's a really helpful tool when you are talking to staff to help them to fully understand the WIOA requirements as you are thinking through your program management.

All right. If we could move to the next slide which is slide 14. We wanted to highlight a couple of resources related to your construction component. So again going back to some of the key things that you said in your statement of work, it's really important that you are designing and managing your program to really meet the things you said, so the number of housing units you agreed to fulfill during the two-year programming time period and really whether they're gut rehabs or new builds, really sticking to what you said in your statement of work and when there's a need to make a change following the proper requirements and guidance with your federal project officer to make any necessary modifications or make sure that you have all of the proper documentation for your worksites in place related to your grant.

In addition to that, really making sure that your construction component, staffing and partnerships are really aligned with the requirements that you have in terms of certification, the curriculum that has been selected, that people have the training that they need to appropriately and adequately support young people as they are learning new skills in the construction industry.

And one of the resources – so there's a couple of resources that we tagged for today's presentation. The Construction+ training at your YouthBuild program, the handbook that was updated in 2017; the TEGL 35-12, which is the Definition and Guidance on Allowable Construction Credentials for YouthBuild programs. This is really important as you think about what are the both the – what is allowable in terms of credentialing and what your trainer will need to know and be able to do to ensure that you're meeting the compliance requirements around credential attainment for young people.

TEGL 5-10, the Match and Allowable Construction and Other Capital Asset Costs for the YouthBuild program, that's an important resource that allows you to really look at and align with what you have said in terms of what you plan to use for match with your grant as a requirement but making sure that you're using allowable expenses and cost and assets in that. So this gives you additional guidance with that as well.

And then TEGL 6-15: Qualifying Work Sites and Construction Projects for your YouthBuild Grantees and Their Role in Training. So again it's extremely critical that you do what you said in your statement of work and if you are changing anything in your statement of work that you're working with your federal project officer to do all the necessary modifications and/or making sure that a new site or a new partner is in compliance with your requirements.

It is not enough to say, oh, my partner didn't understand that. You are responsible for the grant, and so it's critical that you're ensuring that you and your partners know what the requirements and guidance is.

Slide 15. To highlight a tool I really want to spotlight in case people didn't know, we did a revision to the construction handbook last year. So if you haven't checked it out, I strongly encourage you when you get the PowerPoint slides from today's presentation to check out the hyperlinks to a number of these resources.

But this is an extremely helpful handbook, both for your construction trainer and any partners that you're working with around your construction, but also for your other staff to understand what the expectations are with that component of your program.

Next slide, 16. I wanted to review a couple resources related to your education component. So some key things that it's important for everybody that needs to know – for them to know and, again, all of these things are in your statement of work and in your program management expectations. So really understanding what are you doing – what's your education training preparing young people for. Is it a GED or some other high school equivalency curriculum?

Do you have a separate track for high school diplomas? How are you assessing sort of what's the pre-assessment tools that you are using to assess what levels young people are at when they're entering your program? And how are you using assessments along the way to measure literacy and numeracy gains?

And additionally, how are your partners, if you are working with partners with this component around education, how do they know and understand what your requirements are so that they're appropriately preparing young people both to get their education credential but also supporting you to stay both in compliance but have a really strong program?

And one of the tools that I would love to highlight if we can move to slide 17 is the education at your YouthBuild program manual. So if you have new staff, if there are folks that are trying to understand how this all fits together, there's a number of resources that were shared on the previous slide, but this is one that really helps a staff person dig in and look at it and see any potential strategies, activities and things that'll helpful for you as you're looking at materials needed for this component.

And I am trying to – I'm reading comments for a second. OK. So I will say what's on the slide because it looks like my printing may be off. And I still cannot advance slides. OK. So I will – I am now on the partnership slide.

And this slide, this is really thinking through how are you using partners within your core programming. And if you are using partners to do anything, whether it's your construction component, your education component, partners that are working on your case management and support of services, your relationship with the American Job Center, your required partner under a WIOA, and any other partnerships that are attached to your program design and important to the success of your grant and young people's performance, making sure that you have MOUs in place, that you're reviewing and evaluating those MOUs regularly.

And in addition to that, a really important MOU that is – that we've spent a lot of time over the last year or so engaging with the field of grantees is really thinking about how are you building and strengthening the MOU that you have with your local American Job Center.

So if we can go to the – there's a number of resources that we have included for this piece, and one is partnering with employers, the manual for that. There's some really great resources in there. As well as rethinking recruitment-partnerships and strategies, how important are those for your partners to really help you think about how you are continuing to meet both your enrollment goal but your enrollment and retention strategies that you are looking to meet to be successful. And then A Guide to Effective DOL YouthBuild and American Job Center Partnerships.

If we can go to the next slide. And we are spotlighting the Guide for Effective DOL YouthBuild and American Job Center Partnerships. And in that guide are both some good guidance but even some tips and strategies for how to strengthen and manage that partnership.

So there was a previous webinar earlier this year that reviewed the guide but also highlighted some examples from the field, spotlights from the field of how programs are engaging with their American Job Center.

So I definitely recommend that you check that out if you haven't done so already. But that's an important resource as you're thinking about how to really leverage the partnership with your AJC so that as you're thinking about the lifecycle of your program from when you are recruiting for young people through your follow-up period, how are you really engaging with your local AJC to provide additional supports and resources as young people are looking forward towards their career pathways.

Next slide. Ah, I can see a slide now. So for this piece we wanted to, again, highlight some resources that are available to you whether you are a current Construction+ grantee or if you anticipate adding a Construction+ track to your YouthBuild program with future funding.

So a resource that we really want to highlight and make sure everyone knows about because it was just released in June is the Construction+ framework for a quality pre-apprenticeship experiences, as well as the TEGL 07-14, which is the guidance for implementing Construction+ components for your YouthBuild program.

So again, it's really critical if this is an additional sort of vocation training track that you have in your YouthBuild program, all of the things that you know have been important for your construction training become as important for your Construction+ training as well. Do you have a solid training program?

Are you linking young people to intentional work experience that allow them to try out those skills and really meaningful work experiences? So not just kind of showing up and talking about it but really actually practicing the skills so you're preparing them for a job or advanced training in that industry.

And how is your YouthBuild program and any partners associated with your Construction+ program really connecting and ensuring that there's quality training and quality opportunities for young people after they finish your YouthBuild program becomes extremely critical.

And I can even move my slide now. So definitely check out the Construction+ framework if you haven't done so already. There's some really important resources there. There's some great hyperlinks included in the guide as well to additional both compliance and regulation information.

But also there's a number of spotlights of programs in the field that are doing Construction+ across a variety of industry. So you can get a chance to see how other people are implementing Construction+ in the context of the Construction+ framework.

And some other resources that we definitely wanted to bring your attention to is really just making sure that within your program from a management standpoint that you really read and understand the necessary and important DOL YouthBuild guidance, so the TENs and TEGLs.

There's one resource that's kind of a one or two pager that lists all of the related TENs and TEGLs that is usually my go-to when I'm trying to figure out something or I have a question, I go to that resource first. And then I click on it and go to the TENs or the TEN or TEGL that I need to get clarification.

And in addition to that, there's also the DOL YouthBuild toolbox. So this tends to be shared at the beginning with grant awards go out, but sometimes it's shared and it's a lengthy document and we may not always go in it, but I highly recommend it.

There's some really great resources in there, but it also gives you an opportunity to kind of go through what is required and who are some of the key roles within this YouthBuild relationship, so from your federal project officer to other folks that are important to helping you implement a successful program.

So this is just a snapshot of the table of contents from the toolbox, so ways that the tool can help you understand Department of Labor. And then there's other ways in which the toolbox has things that helps you to understand various people's roles that you would be in contact with as you are implementing your grant, so tools to help you be compliant.

And my screen is frozen again. So I'm moving into the last – the next slide that says – that's the toolbox, that's tools to help you understand your YouthBuild grant requirements as well as tools that are useful resources.

So this is a really great resource. I share this with new staff that are coming on as technical assistance providers, as well as a great resource when I'm working with a new program director or a new person kind of really trying to understand the YouthBuild program. The toolbox has been extremely helpful in that event.

I am going to at this point, Mary, just because now my whole thing has shut down on my computer, if you could pick up at the program management-planning tools slide for me while I fix my technology.

MARY MCRAE: Sure. I'm happy to do that.

MS. GREENE: Thank you, Mary.

MS. MCRAE: So good afternoon, good morning, good afternoon for those of you on the east of the Mississippi and maybe good morning to those west of the Mississippi.

So we're looking – continuing just around the YouthBuild toolbox. Again, everything you want to know about DOL, MIS, your grant, this is really the go-to item in all of this.

So we're going to move to some planning tools for program management. So DOL and YouthBuild USA has created some grantee planning tools to help programs get off the ground during their first year of contract and then as they move into their second and then finally their third year of transition. So key resources here.

So there is – if you're just starting out using – so you just got your contract signed and you're now in your four-month planning period, there is a resource called the four-month planning tool that will really assist you to get your program up and running.

If you kind of are mid-stream, you're in the middle of your contract kind of wrapping up your first year, then the second year transition, third year planning tool for both that and the following third year are really helpful for you to be looking at what you need to be doing, making sure that you're on pace to meet your outcomes, on pace for compliance. So these tools will be invaluable to that kind of planning.

Another area that we know is a major stumbling block for many, many programs, if not at the beginning of their programs then certainly suddenly we run into that during program time, which is staffing, our most valuable resource in any kind of program and organization.

But there are some really good solid tools to help with onboarding your staff, everything from creating a job description for a particular position in the core areas to how to bring them on and the kind of information they need to know and ongoing professional development.

So some tips are for you to make sure that all of your staff have read and understand your statement of work. Too often programs kind of keep this close to the vest and yet the statement of work is really what your contract is all about. And so for staff to have a clear understanding of the different pieces that the program and organization have agreed to with DOL is imperative to the success of the program.

When you're getting started up or if you're onboarding a new staff person is be sure that they're certified and ready to teach, and that would be both in your education program and your construction area. You can – for those of you that have been around for a while, understand sometimes it's a period of time between construction skills certifications, and so making sure that you're building that into your people's startup time.

And then making sure that you're downloading and having the staff read the YouthBuild manuals. There are manuals for each core component. There are additional manuals that have been created in the way of booking with employers, staffing for placement. And so there should be something for everyone to enjoy in their midnight reading.

Key steps to – some tips to thinking about hiring quality staff and building quality teams since YouthBuild is all about relationship. And the staff is that glue that really makes this work. Hire right before hiring quick. Too often we are looking for a body. We want to backfill a hole that's been there. But too often we hire the wrong person in that panic time.

Ideally hire some staff with past YouthBuild experience, especially if you're a brand new startup program and you yourself don't have that experience. YouthBuild is a best practice model. And it is unique to the workforce development and education field. So finding folks with that experience can really move your program quickly to the next level.

Utilize YouthBuild technical assistance resources. Every Department of Labor grantee will have a TA coach assigned to them. Their FPO, their federal project officer. There is DOL staff. There is YouthBuild USA staff. There's the MIS help desk, trainings, webinars, electronic resources. So really there is over the top technical assistance available to every staff person, every partner that you're bringing in to work your program.

Utilize local staffing and staff development resources for professional development. One of the things that we hear constantly is the lack of opportunity for staff to continue to get professional development. We want to grow our staff.

We want them to become better at their jobs. See what's at the local level. Look to your fellow YouthBuild programs. You may have another YouthBuild program that's 25 miles away. Doing some staff shadowing, sharing those resources can really, again, help your program move.

Maximize talent to the own staff. Have your staff do some in-service training. You're actually hiring staff ideally that have a certain level of expertise, sharing that expertise internally is great. Also think about wraparound and staffing or what kinds of opportunities can be presented from your overall organization.

Screen well, pay well, and support the team. I mean, that's really what it comes down to. And you will then ideally have staff that will stick around, be part of your program's growth and development going forward.

So thinking about some of your staff development planning is look at what your team does. There's program management. There is construction training, education training, case management, leadership development, placement and follow up. These are areas that you should have staffing and/or partnerships in.

OK. So that's kind of how we're looking at kind of the program management side of things. And again, resources galore for each of those sections. What we want to move into now is some things around program design. So you have your statement of work which is really about compliance, really about what you said you would do. The program design is really the blueprint for ultimately meeting your performance measures.

So we want to walk through some key areas that programs sometimes struggle with that – and to pair those with the resources that are available. So recruitment and orientation. All kinds of – we are in a great job market right now. So it has created some difficulty for some programs in the country to get their recruitment numbers up. But developing a good recruitment strategy, good mental toughness strategy, good orientation, enrollment strategy is imperative to kicking off the program correctly and strongly.

So you want to develop key strategies for bringing the youth who are a good fit for your program and staff. So not every young person will be a good fit for YouthBuild, and you will never have enough YouthBuild slots for all the young people who need it in your community. So really focus in on the young people that are going to be a right fit for your program.

Develop a concrete plan for roles, responsibilities and resources needed. Don't just throw something against the wall and see what's going to stick. Be intentional about your plan for recruiting. All staff can be part of the recruitment especially early on.

And really develop some good, thoughtful ways of finding the young people. And then what are the additional resources that you might need? Create a timeline. You don’t want to end up your first year of full contract and only be 20 percent enrolled. So create that timeline.

Know when the end of your second year ends and back into when your enrollment should be happening. If you fall behind, figure out – stop, figure out how you're going to create a new strategy to increase those enrollments.

Then really have a good strong mental toughness component. Everybody that you invite to mental toughness should be somebody that you're willing to take into your program. Mental toughness gives you the opportunity to really have young people sort themselves out and decide whether or not this is a good program for them and for staff to really get a good idea of who these young people are.

So resources, there is a solid resource around called "Rethinking Recruitment Partnerships and Strategies;" and a second one, "Youth Recruitment Orientation and Selection;" and then "Planning for Successful Recruitment and Mental Toughness." These are all really good resources for you to take a look at and help you think and strategize around recruitment and orientation.

So highlighting one is "Planning for Successful Recruitment and Mental Toughness." It's all in the small print there. But this gives you an idea of – this is on WorkforceGPS on YouthBuild CoP. And so it really is about giving you some – a little note down at the bottom there – some additional resources. So again, a tool that can help you build strategies around this.

And during – your young people are – (inaudible) – you've hit your enrollment goal. That's wonderful. And now it's really the hard work ahead, which is about retaining young people and engaging them and programming. And program retention starts from day one. Youth engagement starts during recruitment.

So again, this is not something that you are thinking about in the middle of programming. You want to develop key activities for program retention. You want to have a strong case management system. This is sometimes the glue really which helps a young person sort out their own challenges in their lives. And a good strong case management system will allow the young people to sort that out while staying committed to the program.

And then have your instructors utilize best practice models for instruction. Again, there has been a lot of development that has gone into the YouthBuild model. And utilizing those best practices is imperative to a strong quality program.

Some of those resources are "Pathways to Long Term Success," which is a YouthBuild manual; "Case Management and Participant Success;" "Instructional Practice Techniques Tip Sheets;" "Creating a Creative Classroom Tip Sheet;" and "Increased Learner Engagement Strategies for Education Credential Attainment."

Again, some of these are manuals. Some of these are white papers and tip sheets. So get in. Again, when you get the PowerPoint, you should click on these resources and these are just a cull of some of the many, many resources that are included in the community of practice.

So I just want to highlight the Program Retention and Youth Engagement manual. So just kind of flipping through the table of contents for you. Preparing your DOL YouthBuild program to provide pathways to success, really looking at each of the key ingredients that go into from day one about looking at good workforce job readiness, workforce development and career development.

And then looking at – again, this is more of this manual, researching college options, again, highlighting some partnerships and – which are, again, integral to creating a strong program. And then career and post-secondary readiness, again, areas that will help your program take a look at everything from credentialing to career plans to readiness curriculum and other pathways including how to do portfolios. So a can of worms here but it's a good can of worms.

And then the kind of last sessions here which are career and post-secondary placement or the transition period, which is really as we're starting to move into placement after exit, highlighting both career and post-secondary placement, looking at what happens during follow-up, particularly the first two months after placement.

And then what are you doing continuing that long-term pathway to success? Now with the changes under the WIOA, we are into 12 months of follow-up. And for many programs, it's longer than their core programming time. So again, imperative that we're putting resources in the way of staff and on time into that 12-month follow-up period. And this manual will really help with that kind of development.

Also I wanted to highlight some case management pieces. And, again, this is directly from the community of practice, so this gives you an idea of what it looks like. So on this particular slide, it's just – this is one of the case management and participant success. It's talking about what are the strengths of a strong case management programming and how it will help your young people succeed.

And just like with all of the pieces on community of practice, there will be some additional resources that you can click on so it can take you deeper into the material that you're looking for.

The next piece we want to highlight is, again, under WIOA specifically that YouthBuild is now a pre-apprenticeship program. So on this, for some programs changes their thought process and how they're implementing career readiness, how they are implementing their construction program or their Construction+ program.

So some tips on this is that ensure your vocational training or construction and construction plus aligns with a quality pre-apprenticeship model. And then develop apprenticeship and industry partnerships to strengthen the bridge for participants from the YouthBuild program into apprenticeship and career opportunities.

With the push for more and more opportunities around registered apprenticeships, again, really important to engage in that community to become knowledgeable, have your staff become knowledgeable around what does it mean to be a pre-apprenticeship program, what's it mean to engage with registered apprenticeships.

Some resources that we have for you, registered apprenticeship toolkit, this is anything you've always wanted to know about registered apprenticeships. There's an apprenticeship resource guide. And then for those of you that are engaged in Construction+ or looking to engage in Construction+, the "Construction+ Framework for a Quality Pre-Apprenticeship Experience" will tie all of your Construction+ back into a pre-apprenticeship program.

Again, on the community of practice, this is the registered apprenticeship toolkit very specific to YouthBuild. We've highlighted what is in that content. There's a white paper that really speaks to the importance of registered apprenticeships.

There is a facilitation guide and more training. It gives you a PowerPoint presentation. And then there are apprenticeship e-Learning videos. These are short videos that really bring to life in this case things around apprenticeships.

So leading right into that is, again, we've become much more focused on work and career readiness design, having and moving our young people through our core programming and having them become career ready, job ready. It will result in stronger placements both in the post-secondary education level or further training or directly into the job market.

So some tips on that is providing every young person with a good career assessment. And we'll look at a couple of different tools for that. Assisting the young person to develop career/work readiness goals and connect these goals with program activities. So being sure that somebody who has good career/work goals, that you are not working against those goals.

You want to develop an Individual development plan or transition plan (IDP). There are lots of acronyms for this plan, but this is a living document for the young person. And so it has to be updated regularly. This is where the young person is setting goals. Your staff is helping them to assess what their challenges are to meeting those goals. And then that should be very fluid so that your young person is seeing that they are obtaining goals, that they are moving ahead.

And then be intentional with work readiness and life skills programming from orientation through the follow-up period. So really for most programs we're talking anywhere from a 18- to 24-months' worth period of time that you're going to be working with these young people. And this is continuous work. This is not something where you're inviting folks in and doing a work readiness presentation and that's the extent of it. We have to be much deeper around this.

Resources on this. "Crucial Questions to Ask When Planning for Placement," "Strategic Post-Secondary and Employer Partners," "Career One-Stop Assessment Resources," "Career One-Stop Toolkits," and then "Financial Capability Factsheet." Again, highlighting just some key resources around this particular work and career readiness design.

And then I want to just walk you through a couple samples of the Career One Stop website. Now, this is a separate website from the community of practice. But this will – this website gives you and really any person seeking assistance around employment and schooling and training, but this really has some areas that are very youth friendly. So I want to just kind of walk you through this.

So it has occupational – it gives you an occupation profile so that you can look at careers. There are different videos. There's a whole video library. You'll see that if you're looking at careers, different kinds of areas that you can click onto that you can look deeper at those. You can also look at different occupations that are keyed into your particular zip code on your city or community.

There is the ability to find local training from this website. And so if you're looking for a post-secondary training opportunity for a young person, if they're interested in moving ahead into a deeper type of electrical training, what have you, is that you can use this website, a young person can use this website to really seek out where are those – are there local training opportunities for that young person in that field.

Additional that this has the ability to help find work. It gives you – looking at helping you do a job search, helping build resumes, interviewing, networking, finding job openings. So again, looking at what's available where. And because something is available in Los Angeles does not mean it's found to be in Springfield, Massachusetts. So again, it can be very specific to the areas of the country that you are in.

And then locally this can help you find an American Job Center. Again, American Job Center in YouthBuild programs that are funded by the Department of Labor are now mandatory partners. They are – the American Job Centers have all kinds of opportunities and resources available to your young people and to your program.

You should be partnering with them. And so if you're not sure where your local Job Center is or if you have a young person who is relocating, this is linking them into the Job Center in the area where they're going to.

And I believe that I am going to turn it back to Michelle.

MS. LEE-JONES: Thanks, Mary. Just a reminder, if you guys have any questions, please feel free to type them in the chat window below. And I will now turn it over to Kurt.

KURT VON STETTEN: Great. Thank you, Michelle. And it's great to be here, everyone.

So my name is Kurt von Stetten. I'm the director of data services here at YouthBuild USA. But most of you would know me from my work on the MIS help desk. And I am entering my tenth year on the MIS help desk, which is great – or I'm closing into my tenth year at the MIS help desk. So it's great to be here with you all today and to talk to you about tools and support for WIOA performance reporting.

So let's advance the slides here and start to dig in. So when it comes to WIOA and MIS performance reporting and data management at-large, there are some areas of support that all of your grantee organization staff should really know about.

And I think this essentially boils down to three parts of your data management toolbox. And I'm kind of old school so I actually imagine the old toolbox with the little shelves out of here, and three different shelves is what I envision here.

And the first one is really how to get help, understanding the WIOA performance indicators. So really getting a handle on knowing which participants count positively for each indicator and when they will count. So kind of tier one of WIOA performance reporting and data management is really understanding and having staff that understand those performance indicators.

Tier two is having that core understanding of the performance indicators, then understanding what reports are due. And that kind of boils down to a lot of technical things like that report templates to use and what is the latest guidance and user guides and trainings available to you to make sure that you're reporting and staying in compliance.

And lastly, the kind of support for all of these trays in the toolbox I think is really just how to get help. And I referenced my 10 years on the MIS help desk and really before I go any further, I just want to say that know that you've got a partner in this work, and the MIS help desk is here to support you as you're doing all of this reporting and reading through TEGLs and understanding guidance. We are here to help you with this work.

So let's start with digging into performance reporting and beginning with these WIOA performance indicators or measures. And when understanding these measures and indicators, we really need to start understanding the timing of each measure and how the different program periods – and you can see here in this detail, enrollments and training periods, the exit quarter, the follow-up year, how all those program periods play a role in the calculations of your performance indicators.

And I use this detail of this timeline here really to hammer home the point that for performance reporting, we're really talking about a per participant timeline. So that's really considering when our participants enter and exit that that will dictate the timing of these indicators and managing this data and these individual calendars is really no small task.

And hopefully this detail illustrates how we start to think about this important work, and also it gives you kind of insight into how we structure our resources and our support documents.

We're also referencing these periods of time or periods of performance for our young people. So we build tools and resources that call out these program periods specifically: the program period or training period in blue, the exit quarter in orange, and the year of follow-up in green.

And for those of you that have attended trainings or received help docs from the help desk or on WorkforceGPS or the community of practice, this probably looks pretty familiar. But it really is kind of one of the basic building blocks for our understanding of this work and understanding what needs to get done.

And really to bring this home, it's one thing to download some resources and look them over or call when you have an individual problem at the help desk, but a strong understanding of these timeframes is an absolute must. And this is really even for staff that are not data entry staff. So this is really important information for anyone involved in program design or service delivery at your program.

And on the left-hand side of this slide here, we see that there are performance indicators listed. And on the right-hand side, there are the timeframes associated with these performance indicators.

So really anyone that is dealing with placements should have a working understanding that the two placement metrics, the two WIOA performance indicators that look at placement are measuring placement in quarter two of a participant's follow-up period and quarter four of a participant's follow-up period.

And it seems kind of simple once you've been talking about the performance indicators for quite a bit or if you're in MIS data entry world, but if you're not, if you're a case manager and you're simply providing information to someone who's doing data entry, this information can be really crucial for understanding and making sure that everything's captured properly.

And just a call out on the bottom here, effectiveness in serving employers, this indicator is not being reported on right now for 2016 and 2017 grantees as those primary indicators are actually still being determined.

Let me advance the slide here. So there are a number of resources that are helpful here for understanding the performance indicators. And honestly, this PowerPoint from this presentation with all of the wonderful links that Consuela and Mary had reviewed before in conjunction with this, this PowerPoint is going to be a big resource, too.

So we're not going to review each of the resources here listed, but we've broken these resources on this slide apart by location. So the ones on the left, you can access through WorkforceGPS and also resources you can access from the MIS help desk.

So starting with the WorkforceGPS side, there are a couple on this list that I regularly use and I just really wanted to highlight as being very important. And the first one is the DOL YouthBuild WIOA performance indicators. And this is really a simple kind of handout that details the performance indicators, what the indicators are measuring, so what outcomes count and what timeframes are associated with each measure.

And so specifically for any of your staff members that need a simple handout to keep that organized or as a quick reference, it's really, really a good resource. In full disclosure, I definitely have this printed and it's by my phone. So when people call and I want to know or sound like I know what I'm talking about, I make sure that I read that sheet as I'm talking to people.

And the second important resource that I want to highlight is the third bullet here, which is highlighting these TEGLs. So TEGLs 10-16 Change 1 and TEGL 26-16. So these two TEGLs are referenced in a lot of our support documents. But they're very, very important, and they contain definitions and guidance about reporting outcomes.

As a grantee, you will inevitably have to use this guidance to help report your outcomes accurately. And there are, for example, five measurable skills that get built into the measurable skills game measure.

So there's a lot of ins and outs of these performance indicators, and getting good guidance around what is actually being measured and what types of things count for each measure is really crucial. And these TEGLs really do outline that, and it's important that you at least have those links on hand to access.

And I'll just shift to the right-hand side, the MIS help desk resources. And, again, while I'm not going into each resource, there are a couple here I really want to highlight. And the first is really just our regularly scheduled MIS report trainings. So we hold these every Wednesday at 3:00 p.m., and when you attend these trainings, they're webinar trainings, you can get an introduction to the performance indicators.

And then what I think is actually even more important on top of that is you get to ask a human about how these measures work and how these measures work in the particulars of your program design.

So if your program has a six-month cohort length and you exit young people early in the exit quarter, how does that timeline look? It's a good opportunity to get a refresher on the basics of the performance indicators, reporting basics, and then to ask questions that are particular to your YouthBuild program and how these indicators work.

And then the second resource I want to highlight here is the last bullet, which is just highlighting that the MIS help desk has all of the latest versions of the report templates that you're using and the user guides that help you use those reports and understand the measures.

So we are constantly listening to people's feedback. We are constantly incorporating that feedback into newer versions of the user guides and newer versions of reporting templates. And one good example of that is the median earnings and measurable skill gains template. So be in contact with us and make sure that you're using the most recent templates because that will help you and contain the most recent guidance.

So really do not be shy about reaching out to the help desk for the latest versions. And generally they will be announced, but it's never a bad move to just kind of reach out and make sure that you're using the latest versions and that you have the most recent guidance.

So understanding the performance indicators is one thing. And understanding your quarterly reporting requirements is another. And we know that for 2016 and 2017 grantees, there are a lot of reports that you are generating and submitting every quarter. And I want to dig into some of the basics here, outline some of the requirements for '16 and '17 grantees and then outline some key resources for supporting you as you are reporting.

So the left-hand of this side outlines the basics. So as a DOL YouthBuild 2016 or 2017 grantee, you're submitting these reports on a quarterly basis. And that's the quarterly performance report or the QPR, the median earnings and measurable skill gains report or the memsg – i always have trouble with that acronym – and then the WIOA supplemental report, the joint quarterly narrative report.

And although we don't – the help desk does not submit or support the submitting of financial reports, I did also want to call it out here as one of the requirements that you all are submitting every quarter here.

So on the left-hand side, we've got a list of reports that are basically being generated by your organizations and submitted through the online reporting application, the MIS.

And on the right-hand side here, we've got a list of systems and skills that are important for doing this properly. And so while tip sheets and guides for these reports can help you with a lot, there're really some other crucial considerations that will help your reporting process go much more smoothly. And those are the ones listed on the right here.

If we look, we see some really kind of core system and skill requirements that will ensure that you're able to do these or complete these reports properly and submit them.

And honestly, this list here is built – or based on our experiences at the MIS help desk hearing back from grantees where they have trouble and then also just our own experiences. So we are – we run through this process, too, and we try to do this as if we were a grantee as well to try to identify some of the pain points and things that will be crucial.

So just to go down this list because there are some really big systems and skills that need to be accounted for – the first one is often overlooked. So you will need MIS main grantee access to submit your reports and be in compliance. And so only the main grantee user of the MIS can submit your reports properly. So it's the only user that has the user privileges to actually submit all the reports.

And if the main grantee has left your organization or you need to change the main grantee, you'll have to establish that new main grantee contact through a special process. And you'll have to reach out to the MIS help desk first to get that process started.

So I just want to call that out as one thing that can kind of be a last-minute hurdle to getting your reports submitted and something that can be a much bigger obstacle in the last couple of days before the report is due versus if you just understand it needs to get taken care of and do it quickly or with more time ahead of time.

So the second bullet here is detailing data reviews and checking your data. And almost always data reviews and checks will be needed for submitting your reports properly. And it's just an opportunity to call that out and to take stock of basically everything that can Consuela and Mary were outlining before and kind of understand or get an idea of which staff at your organization will be tasked with this. So how many sets of eyes are on these reports before they get submitted and what kind of help is needed for whoever is the main grantee in final verification and checking of that data?

Then the third bullet here is just to call out as well that two of the WIOA reports that 2016 and 2017 grantees are submitting right now are Microsoft Excel-based reports. The median earnings and measurable skill gains report specifically demands pretty careful data entry into an MS Excel spreadsheet. And really whoever is doing that work should have some level of comfort or proficiency with Microsoft Excel and to be able to confidently work with those reports because it really can be a stumbling block if that is a hurdle as well, especially as you get closer to the report deadline.

And then on the fourth bullet here, in addition to the MIS, you're going to need some sort of report archive or repository for in-progress and completed reports or already generated reports. I just wanted to throw that out there to get everyone thinking about where do you keep this electronically at your grantee organization and what staff have access to it and is that the appropriate staff that are needed to ensure proper reporting.

And finally because some of these WIOA reports are dependent on data not in the MIS, you'll have to make sure that your case file documentation supports these WIOA performance indicators and that they're easily accessible by the staff that are working on these reports.

So I guess I'm specifically calling out or thinking of measurable skill gains, which often contain outcomes or achievements that might not necessarily be entered into the MIS. So that means really kind of triangulating your data management practice at your program and making sure that you're accounting for all those disparate pieces of data that get built into those Excel based WIOA reports.

And we reviewed most of the resources on this slide here, again, broken up by WorkforceGPS location or being accessed by the MIS help desk. And they are all great resources for the performance indicators and reporting requirements. But the one I wanted to call special attention to is the quarterly narrative template just because it is new and to make sure that all active grantees are using this narrative report template and to make sure that all grantees have staff that have attended an MIS report training.

So again, just to call attention to our weekly MIS trainings and that they really are an important resource for grantee staff to keep updated on the most recent reporting processes and user guides and templates.

And again, don't be shy about signing up for those, more than one of those and having multiple staff go to them. We are anticipating that and encourage that for sure because for a little bit of weather changing landscape and we've had different reporting requirements roll out this year, so it's important that as those changes happen and as those new report templates come out that all staff have access to them.

And then finally just to call out your in-the-moment support line is the MIS help desk, and we are here on the phone and e-mail as you need it. And specifically for these weekly trainings, we've got MIS data trainings on Tuesdays and Fridays. We've got report training every Wednesday at 3:00 p.m.

And the very last resource on here I actually think is a huge one this year because we've just really had so much good guidance and resources highlighted in the MIS Newsletter. So if you're not receiving the MIS Newsletter and you'd like to be on the MIS Newsletter list, please just e-mail us and we will add you to the list.

And if there's a new report template, if there's a system problem, if there is a webinar or a training opportunity coming up, we will announce it in this newsletter. So a lot of really good information gets disseminated through this newsletter. It is definitely a good idea if you're doing MIS reporting to be on that newsletter list.

And then I wanted to finally wrap things up here and call out a couple things that are coming up. Again, our training schedule, but there are two other new training opportunities that should be pretty exciting. So tomorrow we've got a WIOA report training that's going to really, really fine-tooth-comb detail WIOA reporting in the MIS.

And then also to announce quarterly MIS trainings, and these in-depth webinar trainings will be longer than our general webinar trainings and go into some of the different reporting requirements and other grant guidance that we don't have the opportunity to go into during our regularly scheduled webinars. So be on the lookout for announcements in the newsletter about that and reach out to the help desk to register.

Great. Thank you. So I'm going to turn things over to Lisa.

Lisa Reddy: Hi, everyone.

So during this webinar, Consuela, Mary, and Kurt have highlighted some amazing resources located on WorkforceGPS. So you can already see this is a vital tool to help you in your work.

So I'm going to spend a little time showing you how you make the best – the most of WorkforceGPS and the community of practice. Before I start though, I would – sorry about that. I'd like to find out if and how you access resources located on WorkforceGPS by giving you a poll.

So far, so good. It looks like most of you have already used the search capability, which is good. I'm going to show you how to best use the search capability for this particular system.

So the search capability can be a bit complicated as it sometimes requires a two-step process in order to be effective. Obviously you want to first place your search terms in the search box that's located in the upper right-hand corner of the homepage.

Now, you should note that this search will default at YouthBuild – at searching the YouthBuild CoP. But you can also search all of the ETA communities of practice by choosing All WorkforceGPS from the dropdown.

So I searched for job description. Pretty easy search. Now you can see we get 127 results. This is what happens if you're searching for a multiword term such as this one. You may not find the results that you expected. So placing job description in the search field, it will provide results for either job or description or both. That's the default search. So depending on your search term, this can release a landslide of results that might not be very relevant.

What you need to do is after you do your first search, you're going to want to choose the option all words in any order. You can also choose all words in exact order if you really know what you're looking for. And then you press search again. And in this case job description nets 17 results which more closely match our topic.

You can also see you can narrow your search by activities, geographic locations, target populations, but really best to get too many results than too few. So you might just want to narrow your search if you really get too many results.

Now I'd like to show you how to use the member directory. You can use the WorkforceGPS member directory to network with your peers, reconnect with someone you met at a conference, or ask questions of an expert like Consuela, Mary or Kurt. This directory can only be seen by WorkforceGPS members who have already logged in.

So first I'm going to show you how to make your profile visible in the member directory. You can view your profile – actually I'm going to go back one. You can view your profile just by clicking on your name. And, again, you must be logged in in order to see your name. So once you click on your name, your profile page will appear.

And at the top, there'll be a blue bar of text. And that will tell you whether your profile is visible or not. If you want to opt into the directory, you click on the words "profile setting" in this blue box, and then you choose to show your profile. Easy as that. And you can also opt out of the member directory if you want to, but we encourage you to opt in.

So you can access the member directory from the top Menu bar of your screen. I meant to circle it here, but you can see it's second from right. And once you're there, you can narrow down your search by community. In this case I did YouthBuild. You can also narrow it by grant, affiliation or state.

And then enter the last name of the person you're searching for. You can also search for first names if the person you're looking for has an odd first name, it might be easier to find them. So I'm searching for Mary McRae.

So on someone's profile page, hopefully you'll see a picture and contact information and other particulars if the person's written more about themselves. You can also start a person-to-person chat if the member's online. I highly recommend that while you're in your own profile that you add a picture, information about your position and what you do. It's just helpful for anyone who might be seeking peers in their area.

And that's all I have. Back to you, Michelle.

MS. LEE-JONES: Thank you, Lisa. Any kind of questions? If so, please enter them in the chat window below.

And in the meantime in case there are any additional questions, Crystal, thank you so much actually in the chat for responding to a couple of questions that came up regarding required staffing positions within the Department of Labor YouthBuild grant.

And as Crystal said, these are required positions but there isn't a hard-and-fast – like, they have to be full-time and have to be structured in this particular way. But what is important is that you include within your proposal and then statement of work if awarded a grant your staffing plan for your YouthBuild program. It needs to align with the commitments and goals that you have laid out and are required to meet as a Department of Labor YouthBuild grantee.

So in addition to those required positions – which is like program manager, case manager – (inaudible) – job developer – going back to some earlier conversations that Mary shared when we were talking about staff development planning, it's important for you to think about staffing across a number of areas with your program model; so program management, construction training, education training, case management, leadership development, life skills, as well as placement and follow-up.

So however you develop a staffing plan for your YouthBuild program, you have to ensure you have the required position accounted for in your plan and that you're aligning your allocation whether it's from direct hires in personnel, partnerships and relationships that you may have and other things that you're leveraging in order to fulfill your staffing and program goals.

But it's important for you to really think about staffing across each of those areas of your program model and most importantly that you have a documented plan because what you say in your statement of work as I said earlier today is the thing that your federal project officer and those that are looking at your program will use as guide of are you on track or off track from what you proposed. So again, thank you, Crystal, for sharing that.

I also just as a quick reference included a link to the YouthBuild staffing for placement toolkit, and in that is some additional resources to think about how to integrate the job developer role within your program. So are there any other questions that folks have before we close? If there are none, I will turn it back over to Michelle.

MS. LEE-JONES: Thank you. All right. Now we have the Save the Date. Our next upcoming webinar will focus on maximizing the construction curriculum. That will be held October the 2nd from 2:00 to 3:30 p.m. We hope to see you guys there. We hope that you join. And last but not least, this concludes our webinar. If you have additional questions, please feel free to reach out to any of the presenters that's listed below. Thank you.

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