

To: Indiana's Workforce System

From: Indiana Department of Workforce Development (DWD)

Date: 03/14/2022

Subject: DWD Policy 2021-11
Data Collection Requirements for Adult Education (AE) Providers for the Effectiveness in Serving Employers (EISE) Primary Indicator of Performance Under Title II of the Workforce Innovation and Opportunity Act (WIOA)

Purpose

This policy provides guidance on the data collection requirements for WIOA Title II providers for the federal reporting of the primary indicator of performance, Effectiveness in Serving Employers.

References

- WIOA Sec. 116
- OMB 1205-0526 *Workforce Innovation and Opportunity Act (WIOA) Common Performance Reporting*

Definitions

For the purposes of this policy, the Indiana Department of Workforce Development (DWD) defines Business Services Activities¹ as follows:

The **Accessing Untapped Labor Pools** activity is defined as providing an employer or business, during the reporting period², that the AE provider has established workforce system pipeline activities. These activities include, but are not limited to:

- Outreach to youth, veterans, individuals with disabilities, older workers, ex-offenders, and other targeted demographic groups;
- Industry awareness campaigns;
- Joint partnerships with high schools, community colleges, or other education programs to improve skill level; and
- Programs to address limited English proficiency and vocational training.

The **Training Services** activity is defined as providing a business or employer, during the reporting period, with any training assistance, including customized training, on-the-job training, and incumbent worker training that is either partially or fully funded by WIOA federal and/or state funds.

¹ See USDOL/ETA's WIOA Performance Reporting website for additional EISE terms and definitions, <https://www.dol.gov/agencies/eta/performance/reporting>.

² WIOA reporting period follows the standard program year (July 1 to June 30).

The **Incumbent Worker Training Services** activity is defined as providing an employer or business, during the reporting period, incumbent worker assistance that is either partially or fully funded by WIOA federal and/or state funds.

Content

The WIOA requires states to report specified data and information on WIOA business services activities provided to employers by all WIOA titles to the United States Department of Labor (USDOL).

Effectiveness in Serving Employers (EISE), business services activities, data is collected through DWD's Customer Relationship Manager (CRM) database. EISE data is reported to the USDOL on a yearly basis and is used to help determine Indiana's overall WIOA performance.

AE Provider EISE Requirements

Adult education (AE) providers that receive federal and/or state funds from DWD must collect, report, and submit their EISE data using DWD's CRM database.

EISE Business Services Activities Data Collection and Entry

Specific information shall be collected and entered in the DWD CRM for each business or employer an AE provider delivers one of the following WIOA Business Services Activities:³

1. Accessing untapped labor pools;
2. Training services; and
3. Incumbent worker training.

Schedule for Data Entry

DWD requires that the above specified EISE service data be entered into DWD's CRM database monthly. Excessive time between data collection and entry significantly increases the likelihood that data will be lost and/or inaccurately reported.

Timely data entry will allow both program staff and DWD to analyze data on a regular basis for program planning and continuous improvement of both AE and WIOA Business Services programing.

Accurate Data Entry and Data Verification

Indiana AE programs shall make every effort to ensure that all EISE data entered in DWD's CRM database will be accurate⁴.

Staff Training

All AE staff with access to DWD's CRM database must attend any required AE CRM data training during the program year. Failure to send AE staff to required trainings may result in revocation of CRM access for all untrained AE staff.

³ See the *Definitions* section above for activity definitions and examples.

⁴ While there is no requirement that AE providers keep physical backup documentation for the delivery of WIOA Business Services activities to their business and employer partners, it is best practice to obtain and retain any formal memorandums of understanding or written agreements for formal partnerships between AE providers and their business and employer partners.

Procedural Guidance and Technical Assistance

Because USDOL changes the requirements for the types of data that must be collected by WIOA funded entities delivering WIOA Business Services activities on a routine basis, DWD will issue procedural documents and offer technical assistance, when necessary, describing these requirements in detail.

While DWD will inform AE providers when USDOL EISE data entry requirements change, it is the responsibility of AE providers, or any entity receiving either state or federal funding as part of a WIOA Title II grant, to be aware of and follow the most current guidance issued by DWD.

Action

Each AE provider must develop internal policies for the collection of EISE data that align with this policy. AE EISE policies are to be updated as required, be accessible by AE staff, and provided to DWD upon request.

The contents of this policy will be subject to routine DWD monitoring.

Noncompliant AE programs are subject to a corrective action plan. Repeated failure to comply with DWD policy may result in an unfavorable risk assessment during DWD competitive grant applications and impact future access to WIOA funds.

Effective Date

Immediately.

Ending Date

Upon rescission.

Additional Information

Questions regarding the content of this publication should be directed to Adult Education: adulted@dwd.in.gov.