

Frequently Asked Questions (FAQs)
for the
DOL Credential Attainment (CA) Completion Rate
DOL Performance Measure (PM)
Technical Assistance (TA) Session

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QUESTIONS AND RESPONSES:

1. **Question:** Does this presentation only cover what is needed for the PIRL for the Credential Attainment performance measure? Are there other fields that will need to be completed in ETO when serving a job seeker?

- **Response:** Yes, there are other fields outside of this presentation that will need to be completed for a job seeker. This presentation only covers data entry in ETO for the Credential Attainment performance measure. Please follow state and local policy and monitoring guidelines when filling out job seeker information in ETO.

2. **Question:** The current case management report on the dashboard for the CA measure shows the last service a job seeker was given; would it be possible to change the last service to the service that put the job seeker in the measure?

- **Response:** It was decided during the meeting to create a separate meeting group to discuss what changes could be made to the case management report to improve its usability.

3. **Question:** Should the radio button “Does this training lead to a credential or degree from an accredited Postsecondary Education institute?” on the Individualized Training and Supportive Services TP only be set to “Yes” when the job seeker enters a training leading to a postsecondary credential or degree? Staff have interpreted that they should select “Yes” to this question for a training that leads to a High School Diploma or its Equivalency.

- **Response:** Yes, the radio button “Does this training lead to a credential or degree from an accredited Postsecondary Education institute?” on the Individualized Training and Supportive Services TP should be set to “Yes” only when the job seeker enters a training leading to a postsecondary credential or degree.

4. **Question:** When do you record a credential attainment on the Individualized Training and Supportive Services TP versus the Outcomes, Program Completion TP?

- **Response:** The credential can only be recorded on the Individualized Training and Supportive Services TP when the credential occurred during participation and at the same time the job seeker completed their training. The credential can be recorded on the Outcomes, Program Completion TP either when the credential occurred during participation and at the same time the job seeker completed their training or if the credential occurred during participation and after the training was completed.

5. **Question:** If the Actual Outcome for a training service is marked as “Completed-Certificate/Credential Pending” on the Individualized Training and Supportive Services TP, does the Actual Outcome need to be updated once the certificate/credential is received?

- **Response:** No, for PIRL reporting purposes the Actual Outcome field on the Individualized Training and Supportive Services TP does not need to be updated when a pending certificate or credential is received. Please follow state and local policy and monitoring guidelines when filling out job seeker information in ETO.

6. **Question:** If the same credential is recorded on the Individualized Training and Supportive Services TP and the Outcomes, Program Completion TP with the same date for the credential, will the credential be reported on the PIRL twice?

- **Response:** Yes, the same credential will be reported twice on the PIRL. The PIRL has three columns where a credential attained can be reported, however due to how the CA rate is calculated it will not inflate the CA rate.

7. **Question:** Should MSG and CA data entry be completed for actives funded by State EcSA?

- **Response:** No, State EcSA is not reported on the PIRL and is not an accountable program for MSG or CA under WIOA. Do not record State EcSA actives outside of State Funded Services TP. Please follow state and local policy and monitoring guidelines when filling out job seeker information in ETO for the State EcSA program.

8. **Question:** What options on the Outcomes, Program Completion TP Exclusion Information tab remove a job seeker from the performance measures?

- **Response:** The options on the Outcomes, Program Completion TP Exclusion Information tab that remove a job seeker from the performance measures are Deceased, Incarceration or Institutional Care, Medical Treatment Expected to Last Longer than 90 Days, Reserve Military Called to Active Duty, Youth in Foster Care Moved Out of Area (Youth only). The other options displayed do not exclude job seekers from the performance measures.

9. **Question:** Why is it important to enter Characteristics and Barriers for job seekers in ETO?

- **Response:** It is important that Characteristics and Barriers are entered in ETO so that the PIRL is reporting the Characteristics and Barriers to DOL. It is especially important to record the Characteristics and Barriers in ETO before the first Staff Assisted Service, many Characteristics and Barriers are reported at time of program entry. Reported Characteristics and Barriers also impact the Statistical Adjustment Model which is used in performance target negotiations, for more information about the Statistical Adjustment Model please reach out to Liz Gallagher from the WTECB at Liz.Gallagher@wtb.wa.gov.