

Frequently Asked Questions (FAQs)
for the
DOL Measurable Skill Gains (MSG) Completion Rate
DOL Performance Measure (PM)
Technical Assistance (TA) Session

Prepared By: Data Integrity (DI) Team
Elise McKnight, Carri Callaghan, Haley Hildebrant, Ryan Scott
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QUESTIONS AND RESPONSES:

1. **Question:** Does this presentation only cover what is needed for the PIRL for the Measurable Skill Gains 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 Measurable Skill Gains performance measure. Please follow state and local policy and monitoring guidelines when filling out job seeker information in ETO.

2. **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.

3. **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.

4. **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.

5. **Question:** If a Measurable Skill Gain is recorded in the Test and Results TP with a Certificate of Completion from a CDL training, but the Outcomes, Program Completion TP has a “No” recorded for Credential Earned because no CDL license was received – will the Measurable Skill Gain be reported on the PIRL since Measurable Skill Gains can be captured on both TPs?
 - **Response:** Yes, Measurable Skill Gains and Credential Attainments do not always occur for the same activity. It is possible for a job seeker to get a Measurable Skill that is not a Credential Attainment. The only Measurable Skill Gains that is recorded on the Outcomes, Program Completion TP is when the job seeker attains a credential for a High School Diploma or its Equivalency.

6. **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.

7. **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.