

# NRS Annual Checkup: WIOA Accountability After One Year NRS Regional Training 2017

## PLANNING TOOL

Throughout the training, you will look back on the past year of WIOA implementation in your state. You will examine what is working, what is not, and what needs improvement. Using this tool, you will examine your state's current data collection, data monitoring, and training of local programs in order to develop a plan to help your state improve data quality.

### **PART 1: Considering Issues With Data Flow**

#### **Directions:**

As a state team, review your current data flow process. Consider the different steps, input points, job roles, etc. at the state and local levels that are involved; areas of ease/success; and areas where the data flow is interrupted.

**Column 1:** Use the information from the data flow activities and discussions and determine whether there are any **areas of your current data flow that need to be modified**. Consider how changes in your state will impact data flow as well. Enter these in the first column below.

**Column 2:** For each area of your data flow that needs to be modified, indicate **the specific problems** that may be associated with each flow point. Enter those in the second column.

**Column 3:** Once you have identified the problem areas in your data flow, brainstorm **potential solutions** to address each area. Enter those in the third column.

**Column 4:** Based on the overview of the Data Diagnostic Model (DDM), **identify** whether the problem is **an issue of understanding, implementation, or monitoring** in the final column. You will return to this section later in the tool as you learn more about each step.

Areas of data flow that need modification/ improvement	Identified problems	Potential solutions: How can the state correct these issues in the data flow?	Issue of Understanding, Implementation, Monitoring?
1.			
2.			
3.			
4.			
5.			
6.			



Question related to the data quality issue that your state most wants to answer:

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**Section B Directions:**

- Take note of other states that identified similar data quality issues. Throughout the training, you may seek out these states to discuss situations, processes, and methods for improvement.

States with similar data quality issues:

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## PART 3: Identifying the Root Cause of the Problem: Understanding and Implementing

### Section A (Understanding) Directions:

1. First, write your **data quality issue** from the section above in the space provided.
2. In the box, identify the **symptoms of the issue** by deconstructing the issue and its causes as it relates to **“Understanding” in the DDM**. (i.e., how do you know it is a problem? What are some of the “symptoms”?)
3. Begin asking **questions about the problem** and why it occurred. Note the **questions and responses** in the table until you arrive at a root cause(s).
4. Based on your state’s questioning, identify the root cause(s) of your data quality issue and record them the space provided below.
5. Finally, revise (if necessary) and finalize the question about your data quality issue that you will focus on for the remainder of the training. Jot down your question in the space below and on chart paper with your state name at the top.

### Section A (Understanding)

Data quality issue:

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**Symptoms** of the issue as it relates to “Understanding” in the DDM:

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Questions about the problem/ Why did it occur?	Responses

What is the root cause(s) of the problem as it relates to “Understanding” in the DDM?

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Does your discovery of the root cause change your data quality question? If so, rewrite the question here.

Final Question:

**Section B (Implementation) Directions:**

1. In the first box below, identify the **symptoms** by deconstructing your identified data quality issue and its causes as it relates to **“Implementation” in the DDM**. (i.e., how do you know it is a problem? What are some of the **“symptoms”**?)
2. Using the table, ask **questions about the problem** and why it occurred. Record the **questions and responses** until you arrive at a root cause(s).
3. Finally, consider where **data flow might impact implementation**. Record those areas and **possible solutions** to address these issues.

**Section B (Implementation)**

Symptoms of the issue as it relates to “Implementation” in the DDM:

Questions about the problem/ Why did it occur?	Responses

Questions about the problem/ Why did it occur?	Responses

What is the root cause(s) of the problem as it relates to **“Implementation”** in the DDM?

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Where might data flow issues impact implementation in the area(s) identified above? Jot down trouble areas and **possible solutions** for addressing them.

## PART 4: Monitoring and Addressing the Issue

Following are questions to address when developing a state monitoring plan. You may have many of these elements in place, but you may consider making changes after hearing from your colleagues and the NRS team during this training. These should be discussed with your state team when devising a monitoring plan.

- What is the state policy for monitoring? Do we need to modify it?
- Who has a stake in the data collection and reporting results, and how will we gather their support?
- Who will lead and participate in our monitoring activities?
- What is our monitoring timeline?
- What resources are available for monitoring local programs?
- What elements will be rated, and how when we conduct monitoring activities? How will we communicate this to others—those conducting monitoring activities and those being evaluated?
- What monitoring activities will we conduct?
- When will we conduct specific activities?
- How will we report on the findings, and how will we communicate recommendations?
- How will we follow up on monitoring results and recommendations?

### Directions:

1. Consider the question related to the data quality issue that you identified and **how it is currently being monitored**. In the first box below, write down the various activities, procedures, or methods that your state is using to monitor the situation.
2. **Why this is an issue** in the first place? Using the table, **identify changes** you can make (in the form of **guidance or training**) to address the lack of understanding and/or implementation. Write these ideas in the space provided.
3. In the last table, focus on the monitoring aspect. **Identify 1–3 techniques** you can put in place to **support effective monitoring** to address this issue. List any corresponding action steps that your state team will need to complete in order to implement these monitoring practices.

Question related to data quality issue:

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**Monitoring procedures**, or methods currently used to address data reporting and collecting issue:

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Reason for the Issue	Guidance/Training Needed to Address the Issue

**Identify 1–3 monitoring techniques and corresponding action steps:**

Techniques to Address the Issue	Action Steps for Implementing
1.	
2.	
3.	

## PART 5: Revisiting Your Data Flow

### Directions:

1. Now that you have moved through each step of the DDM, go back to Part 1 of this tool and review your initial problem areas and classification of whether the issues related to understanding, implementing, or monitoring.
2. Revise your answers in Part I if necessary, along with the potential solutions based on your current knowledge of each step.
3. You can write your revisions in the original table or use the additional space below.

Areas of data flow that need modification/ improvement	Identified problems	Potential solutions: How can the state correct these issues in the data flow?	Issue of Understanding, Implementation, Monitoring?
1.			
2.			

Areas of data flow that need modification/ improvement	Identified problems	Potential solutions: How can the state correct these issues in the data flow?	Issue of Understanding, Implementation, Monitoring?
3.			
4.			
5.			
6.			

## PART 6: Creating Action Steps for Improvement

### Directions:

Review the issues identified in Part 3, Sections A and B, and Part 4. Consider the feedback provided by thought partners.

**In the second column:** Identify steps for improvement in the areas of Understanding, Implementing, and Monitoring based on the issues you identified in your state.

**In the third column:** Rank the steps for improvement in order from **most** to **least** important.

**In the spaces below the table:** Items you are able to address quickly are not always those that are the most important, yet these need to be done as well. Select 1–3 issues that you will focus on addressing in the next few months, and write them in the spaces below the table.

Areas for Improvement	Action Steps for Improvement	Most (1) to Least (5) Important
Understanding		
Implementing		

Areas for Improvement	Action Steps for Improvement	Most (1) to Least (5) Important
Monitoring		

Items to address immediately after the training:

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_