>> Welcome, everybody. We appreciate you joining us today, and we are really excited to announce this training series. RSA and the WINTAC are partnering on this, and we want to start off by just explaining the intent of these trainings, and what information we hope to provide to you. This training series is going to be eight different mini trainings, all on explaining the intent of policy directive 19-03 for the new Case Service Report RSA-911 that is going to be implemented on July1 of 2020. So we are hoping that, over a course of eight miniseries, we are going to be able to explain some of the topics, some of the changes, and answer some of the implementation questions and calculation questions that you might have. We are hoping that we're going to be able to share examples along the way on other things that you might need to have as an agency outside of the 911 report. We are also going to talk about a variety of internal controls you might need to have in place, policies, and then also additional tools that either DOL, the Department of Labor, RSA, or the WINTAC might have in place to help with your implementation. Presenting with us today is Christopher Pope. He is the chief of the data collection and analysis unit with the Rehabilitation Services Administration, and my name is Rachel Anderson. And I'm a technical assistance and training manager with the WINTAC, which is the Workforce Innovation Technical Assistance Center. This first training, the one out of eight in our training series -- we are just going to cover the background and implementation of policy directive 19-03. Today's training is going to cover a variety of things. We are going to talk about the Paperwork Reduction Act, the new 911 layout and appendices, the deleted data elements and new data elements, correction procedures, the crosswalk from PD 16-04 to PD 19-03 that RSA developed, internal controls, and then also what RSA and the WINTAC are doing to help states prepare for policy directive 19-03, and then also outlining the rest of the trainings, and any tools and resources we thought might be value -- of value to you. Chris?

>> Hey, thanks a lot, Rachel, and most importantly, thank you to the WINTAC and our partners there for helping RSA deliver this series of trainings on RSA-911. We, you know, value our partnership, and we look forward to the next seven of these over the next few months, so thanks a lot. So I thought we would start with just a little history of how we got to where we are now. Just about a year ago, RSA published in the Federal Register a proposed set of changes to the 911, and that began a 60 day period of public comment. When that comment period closed at the end of November of last year, RSA received comments from 26 different types of entities. There were state VR agencies, CSA VR, and other stakeholders. We broke those 26 comments down into a couple hundred specific comments about different aspects of the RSA-911. Over the next couple of months between the end of November, and over the holidays, and leading into the winter, we responded to all of those comments, and we made changes to the 911 based upon the feedback that we heard from our stakeholders. So then, in the middle of February, we submitted the revised RSA-911 to the Office of Management and Budget, and that began a second comment period, this one of 30 days. That period closed in the middle of March, and we received a few more comments during that time frame from about seven different entities. And we also took those into consideration and made changes based upon the feedback we heard, even at that stage. In the beginning of May, just this past May, we issued the final version of the RSA-911 through Policy Directive 19-03. The PD, the policy directive, is sort of a vehicle for releasing the information collection, the RSA-911. So we might refer to them interchangeably, but they more or less mean the same thing. In that PD that we issued in the beginning of May, we signaled that implementation of the revised RSA-911 will begin in program year '20, as Rachel mentioned, which, as we all know, begins on July1st of 2020. I thought we would talk a little bit about something that RSA data collection and analysis unit does a lot of, and that's providing the complete RSA-911 data file to state VR agencies, researchers, university personnel who might be doing more complex analyses of the data contained in the 911. We receive many requests all the time about receiving the file, and when we get those requests, we typically are in touch with the requester to ask about the time frame of the 911 that they're looking to receive, and provide information about the respective policy directive that that 911 lives under. So if anyone would like to request a complete data file, we ask that you e-mail RSAdata@ed.gov to request the complete file. We will respond with our data file request form, ask you to fill that out, and when you return it, we are going to look at that on a case by case basis. If we decide to release the complete data file to a researcher, or a university, or even a state VR agency, we take every precaution to de-identify the people and their information that are contained in that file. So in doing so, we remove or omit all direct identifiers of those people, individuals with disabilities served by VR agencies across the whole system. So we don't include the social security number, or dates of birth, and we also might omit any other data that might lead one to be able to identify who specifically the data collection is referring to. So that's just a little bit about requesting the complete data file, which may not always be necessary. If you or your partners are interested in specific data from the 911, we can provide that, too, and not have the need to provide you with the entire file. So for those types of requests, we encourage you to reach out as well. So we thought we would spend a little bit in this background and implementation webinar talking about the differences really between the current RSA-911, which lives in PD 16-04, and the new revised 911, which lives in PD 19-03. So the number of data elements has changed. From PD 16-04, RSA deleted 94 data elements, and to PD 19-03, we added 14 new data elements. This results in a net gain of.80 fewer data elements that require reporting on the 911 that lives in PD 19-03. So as a result, there is a new layout, or a new look in terms of sequencing of data elements on the 911. The revised 911 is now numbered one through 407. The 14 new data elements that we added are at the end. They are numbered 394 through 407. All of those data elements that we deleted from the current 911, those 94 elements, should be left blank when reporting in the data file that state VR agencies submit on a quarterly basis. The new 911 has six appendices. We will talk more about those throughout this training series, and the new 911 is Excel-based. You will notice that the layout or the look of the actual grid is very different in 19-03 than it is in 16-04. In the very near future, RSA hopes to release the actual Excel file. The current PD is in PDF format, and so we recognize that having the actual Excel to play around with is going to be a lot easier for agencies to work from. So we hope to get that out soon. As we've mentioned a couple of times, the new 911 will go into effect for program year '20, and the Office of Management and Budget's approval of the actual information collection expires on April 30th of 2022. So that's in program year '21. We will be collecting the data beginning in program year '20, and the next program year, '21, it will expire about halfway through the year. So RSA will be looking to extend and/or possibly make additional revisions to the 911 in sort of short order that will come up fairly quickly. So we thought we would spend a few moments just reviewing at a high level a variety of the -- those data elements that we deleted from the 911 in PD 16-04. Some of them are data elements that were reported at application, at exit, or after exit. For example, at application, we deleted the date the report is submitted, because RSA receives that information when the file is transmitted to us through our website. We also deleted several data elements related to benefits at application and benefits at exit, because we'd lumped those data elements into new data elements that have more code values for reporting those -- that information. We also deleted some of the post-exit data elements, like type of employment match in the first quarter after exit, or the wages that individuals who were participants of the VR program may be earning in their fourth quarter after exiting from the VR program. We deleted these, data elements 381 and 390, because we don't need that information to calculate the primary indicators of performance, and because we don't need it, we didn't want VR agencies to spend their time reporting it to us. We also deleted a variety of data elements that VR agencies report at the time of IPE. For example, we deleted data element 48, which is titled "the date of the most recent or amended IPE." We deleted this data element because we've added a new data element to the RSA 911 under the new PD called "date of initial IPE," which will help us have more precise data about the time frame in which an individual's IPE is developed. We also deleted some of the enrollment-based data elements -- for example, enrolled in state adult secondary school at the high school level, because we obtain that information through other data elements, or we no longer need that information. Some of these data elements that we deleted may still be included on the joint PIRL, which is the DOL Participant Individual Records Layout. That's okay, and they may still be relevant for the other titles to report. However, we determined that they were not necessary for purposes of VR program reporting. We deleted several of the data elements related to comparable benefits for pre-employment transition services -- those that were reported under the IPE for a student with a disability, and those comparable benefits and information related to potentially eligible students with disabilities. And we'll talk much more about that in the training series on pre-employment transition services coming up. Finally, we deleted some of the data elements that are reported at the time a training or career service is provided to a participant. For example, we deleted data element 129, graduate college or university training provided by VR agency staff, because that data element was never used. Because the VR agencies don't provide in-house graduate college or university training, similar to the fact that VR agencies don't provide four-year college, or university training, or junior community college training. All of those services are purchased or provided through comparable benefits. Many of the data elements we deleted are related to reporting training, or career services using supported employment Title VI funds. We will talk much more about this in the supported employment training series, but we deleted these data elements for a reason. And that's that we don't need that level of detail when state VR agencies are reporting the services provided with Title VI funds, because any VR service can be a supportive employment service so long it's provided to an individual with a most significant disability who has that goal on their IPE. And again, we will dig more into that at the later training series. So I guess -- over to Rachel to talk about the new data -- Rachel?

>> Yeah, thank you. So, like Chris said, this is just going to be very high level. We will go into more detail on the new data elements as well as the deleted ones as we move forward in the training series, but just to give you a snapshot of the additional 14 data elements, we've listed all of them here. So some of them are at application, some of them are at exit, and some of them are at time of IPE or under the provision of an IPE, an individualized plan for employment. So example of these is we've added data element 395 for medical insurance coverage at application. So Chris mentioned that a little bit about deleting some of the elements and adding better ones here. At exit, they've also deleted -- or added the monthly public support and medical insurance at that time as well. And then, Chris mentioned that they deleted data element 48 for the initial IPE or amendment. This is where they've added the date of initial IPE, as Chris mentioned. We've also added a place for an IPE development extension. As you know, there is a place in the current version for an extension for eligibility, but not to document the extension for an IPE. So that is one of the additions. There is also the addition of another enrollment and date completed for -- better pertaining to the performance measures. We will talk about those more in detail when we get to that portion of the training series. Also, there were additional elements that were added for training services. You will see that these are all related to work-based learning experiences. So data elements 402 through 407 -- because this type of service can be provided in a variety of ways through agency staff, through purchased service or through comparable benefits. So there is multiple options for you to report this service. This is also something we're going to provide you a bit more detail on and some parameters for reporting, and we will get to that later in the series. Chris, do you want to talk about correction procedures?

>> Sure thing. Thanks, Rachel. So, a couple of months ago in May, RSA published a document that outlines how we go about making corrections after reporting to RSA-911 information and data that's been submitted to RSA. So we thought we would spend a couple minutes just reviewing at a high level what's contained in that document. So within a program year's reporting period, VR agencies may correct any data element internally by reporting the difference in the next quarter. They can do that for all data elements except three of them, and we've listed those here. They are data elements five through six related to unique identifier, social security numbers, and dates of application. We use these three data elements to uniquely identify cases and track them over multiple quarters and program years. Like I mentioned, RSA will consider the most recently reported data or value as the correct value for data elements that do not allow multiple values. So in other words, if an agency reports a date in quarter one, they realize that date was made in error, they may report the new date in quarter two. So that could be like a date a training service was provided, or some other date, except for, like we mentioned, data element seven, date of application. If VR agencies identify that they need to make a change to data elements five through seven, they need to request that from RSA's data collection and analysis unit, and you can do so by e-mailing RSAdata@ed.gov. We have included a link to the case correction procedures document here. We encourage you to review that for more details about how to make that request, what -- what information you need to provide to RSA, and sort of our expectations for how that moves forward. Agencies can also request that RSA disapprove an entire previously reported RSA-911 quarterly report, so that they can submit an entirely new report with corrected information. This might happen if the VR agency identifies a bigger problem in reporting, or something that went awry that can't just be corrected through changing data elements in the subsequent quarter. When we -- RSA receives these requests, we review them on a case by case basis. We'll only consider requests to disapprove quarterly submissions if the agency makes the request within that program year's reporting period. If an agency requests to make a total correction to a previously reported quarterly file after the reporting period has concluded, RSA cannot consider that request, because the reporting period has concluded. That data has been pulled up into the WIOA annual report, and changes at that time cannot be made. As I mentioned, we will look at each request on a case by case basis, and we might follow up with the agency if more information is needed. We will likely want to talk about why the error may have occurred, and what the VR agency has done in terms of internal controls to prevent the error from occurring again. Rachel and I also wanted to highlight another tool that RSA developed, and that the WINTAC helped us actually put together, and that's the RSA-911 Crosswalk. In August, we released this document. It lives on the RSA-911 website at RSA.ed.gov. The hyperlink is here, and really what the Crosswalk does is identify changes from PD 16-04 to 19-03, especially with code values that have changed from the different versions of the 911. So the purpose of the tool is to assist agencies with collecting and reporting that data as they transition from reporting under 16-04 to 19-03, and the change is only pertaining to some of the 911 data elements and corresponding code values that are specified in those six appendices that we mentioned. We have an example of the Crosswalk here, where we are looking at source of referral codes at application. On the left hand side, we have all of those sources of referral codes under PD 16-04 and the codes as they exist under PD 19-03. Some of them from 16-04 are no longer under 19-03, and this Crosswalk identifies where to report a code value that may no longer be available in its corresponding spot on 19-03. We encourage you to take a look at that Crosswalk, and let us know if you have any questions along the way.

>> Thanks, Chris. Okay, so we wanted to just spend a couple of moments on internal controls. In addition to all of the tools, and the resources, and the training series specifically for the RSA-911 report, we also wanted to remind you of the general expectations for internal controls for the VR program. So as you all know, under uniform guidance 2 C.F.R. 200, there are requirements for the agencies to achieve objectives in the following categories, as it relates to reasonable assurance for your data. Effectiveness and efficiency of operations, reliability of reporting for internal and external use, and compliance with applicable laws and regulations. We just wanted to make this clear so that everyone understood that your program data and your participant data that is recorded under the 911 also falls under this. You just need to make sure that you do have appropriate internal controls to provide reasonable assurance that the data is accurate, valid, and reliable. Specifically under the VR program regulations, it also discusses efficient administration of the VR program and internal controls as well, and so we just wanted to make sure we pointed out the expectations for the VR program in the implementation of policy directive 19-03 by July1 of 2020. So the VR agencies' internal controls should ensure that its data collection system is capable of capturing and reporting all the required data elements contained in RSA PD 19-03. We're really hoping that this training series is going to be something in addition to the Crosswalk, in addition to the Excel file of the policy directive, and in addition to all the other tools that we're creating with RSA. Then we're hoping that this will all help you build your case management systems to collect and report the data in a more effective way. Also, staff have completed training necessary to ensure the collection and reporting of the required data elements. We know that when PD 16-04 was released, agencies had a really difficult time being prepared and understanding all of the additional reporting requirements. And so we're hoping that with this series, and all of the other tools we discussed, you'll have the ability to train your staff and be in a better place for the implementation of this version of the 911. And then, lastly, internal control processes to ensure the accuracy and validity of the data have been implemented. So we know that you are all being very diligent in collecting, and reporting, and making sure that data is valid. Again, we are trying to provide you as much support as possible, but also expect that you have internal controls in place prior to the implementing of PD 19-03. Chris, I'll hand it back to you.

>> So Rachel mentioned some of the activities that we're engaging in to help agencies prepare for implementation. I mentioned a little bit about the ETA and PIRL, but RSA has been in close collaboration with our federal partners in the Department of Labor, and our colleagues in the Office of Career, Technical, and Adult Education that administers Title II as we've we made these revisions to the RSA 911. As you know, RSA has an edit check system in the RSA website that helps VR agencies identify any errors or anomalies in reporting, and we've continued to make updates to those edit checks. All of the edit checks will be updated prior to implementation of 19-03 in -- next July to reflect all of the new data elements and the interrelationships between all of them. RSA has also been providing quarterly data dashboards to VR agencies for the past several quarters, and we're going to continue doing so. We want those dashboards to be iterative, and evolved to meet your needs. So we're receptive to your feedback about them. We expect that they'll change over time, and hopefully improve data collection in the reporting accuracy and reliability when VR agencies use them in their internal controls processes. RSA has also spent a lot of time analyzing the VR program data that's submitted through the 911. We've spent a considerable amount of time calculating performance measures over program year '17 and '18, and we look forward to sharing a lot of these analyses with state VR agencies. And with all of them, we're committed to sharing data in a transparent way, so that all VR agencies may see how the whole system is doing. So our next endeavor in that vein is to share with agencies program year '17 and '18 measurable skill gains data, and we look forward to doing so probably in November, next month. We hope all of these tools help agencies make data informed decisions that ultimately improve service delivery and outcomes for the people that we're serving. We thought we'd mention a couple different websites, related news bits. As you may have heard RSA mention before, we are in the process of migrating our RSA.ed.gov website from a ColdFusion-based application to a Drupal-based application, and our timeline for implementing that-- those changes is the end of January. So hopefully, by the beginning of February, we will be up and live in our new website. Like the data dashboards, we want that website to be useful and meaningful to our grantees and the public, so we look forward to your feedback as we continue to build that and strengthen it after it's migrated. RSA has hosted the WIOA State Plan Portal on our website for the past -- a little over four years, where all titles of all WIOA core programs and required partner programs reported their program year '16 state plan, and modification they made to their state plan in program year '18. RSA's hosting of the portal is concluding soon, and the Departments of Labor and Education have collaborated to develop a new state plan portal, and we look forward to sharing with you the new portal soon, providing training on it, and receiving the program year 2020 state plan submissions through the new portal. So there is a lot more to come on that front, and we're excited about the new portal being better, being more user-friendly and responsive to state agencies' needs. And of course, we're preparing for implementation of the new 911 with this training series, and through our strong partnership with the WINTAC.

>> Thank you, Chris. I thought I'd also share not only what RSA is doing to prepare for implementation, but as the technical assistance provider for all VR agencies and partner of RSA, we thought that we would share how we're trying to support RSA and VR agencies in this implementation. So as Chris mentioned, obviously, this training series we're really excited about. We really think that we've hit on some of the key areas of confusion, and challenges, and in places that we are hearing from our state partners that they need more support. So we're really excited for the training series to roll out over the next few months. Also, our collaboration with RSA and other key partners -- so the WINTAC tries to diligently partner with anyone that may impact the ability of the state VR agencies to successfully report, and also understand and meet the performance measure expectations under WIOA. So that can be a variety of case management system providers. Oftentimes, it's just the folks in the agency that are building their own system, and trying to figure out how the elements intersect, and what they actually mean, and what needs to live outside of the 911 in a case file, or in your agency system. So we're really trying hard to collaborate with both RSA -- which we have an ongoing strong relationship with Chris and the data unit that we're really happy about, trying to be on the same page -- and then all the other key partners . Oftentimes, we are also talking to program staff in the state VR agencies for how they set up services for, for example, supportive employment or pre-employment transition services, and how that all aligns and intersects with the 911, and also performance measures, and where it doesn't. And so, we're excited to continue that collaboration, and making sure that a lot of that information is transparent and available for all. Chris' team and our team -- we often talk about common themes that we're hearing from states, and we want to make sure that if there is an issue, or there is an opportunity or something that maybe an agency has solved, we want to make sure that we are getting get that information out to everybody when it's appropriate. So any time we can, we will post that on our website, send out through a variety of list serves, and if you have any ideas for us on getting information to more folks, please let us know. We're also providing a lot of technical assistance and training in these areas. Many of you are working on policies and procedures still for performance measures. Also, staff training, and the internal control processes are just a couple of examples. We also know that many of you are working on staff evaluation, position descriptions, getting policy analysts or data analysts on board, trying to make those data-informed decisions that Chris was talking about. So we're providing a variety of technical assistance and training to agencies across the country. We're also committed to developing additional tools and resources as a part of this process. So a couple of examples of what we've already developed that are available on our website, if you don't know about them or have not had an opportunity to review them -- we do have -- in partnership with RSA, we created a measurable skill gain guide and a credential attainment guide. We also developed an effectiveness in serving employers Crosswalk, and we're always adding to our FAQs. Sometimes those are pertaining to what counts and what doesn't count for performance measures, what are some of the calculation issues, what are some of the time frames for reporting the cohort for participants for performance measures, and a variety of other FAQs. So please feel free to check our website as often as possible, because we're trying to add to that as appropriate. As a part of this training series, we are also looking forward to developing any additional tools, one-pagers, training material, anything that we think will help you in the implementation of PD 19-03. So there will definitely be more to come. Also, we're assisting state agencies in using the RSA-911 data for program improvement, identifying areas of need and progress, and case management system development. We're all in this together, including RSA, the state VR agencies, and the WINTAC, and I think all of the other key partners we talked about. We're all learning and progressing. So it's an honor for us to be able to work with all of the agencies, and help them improve in any areas that we can. We're also always welcome for -- to hear feedback from you if there is something that we're missing, or there's something that you think would be of value to state VR agencies. We're open to that. So to give you a little bit more information on the training series itself, we did send this out in the announcements. So you likely already have this, but just to re-iterate our plans for the training series -- we've got eight miniseries, and we're planning on launching them two per month. So background in implementation, which you're are viewing today, and reporting expenditures for VR services -- both of these are going to be posted in October. And then we plan to post in November a training on pre-employment transition services and supported employment services. And then, for December, we hope to post two additional trainings, one being on measurable skill gains and credential attainment, and then also on exit and post-exit data elements. And then lastly, in January, we want to post our final two trainings, a little bit more information on the new data elements and some other need-to-know information that might not be covered in some of the specific topical trainings. So we might be adding quite a few things there for you. And then finally, we are going to have our last training be on the RSA-911 information that's used in the WIOA annual report. Just some general information as we wrap up the background and implementation training -- we wanted to make sure that you at least had access to these trainings, so we've got a link here for the RSA-911 web page. We also provided you a link to the Department of Labor's ETA performance and results page. So here, you can gather some more WIOA information, the ETA 91-69, the PIRL if you are responsible for that or want to compare any of the data. So there's a lot of information there from the WIOA perspective. We've also got a link to the WINTAC website, so that you can view it regularly for additional information. We do have a spot right on the front page that's new information that's come out, so that will probably be where we're announcing, "Hey, did you know a new training go out?" Or, "Hey, did you know a new tool came out?" And then, also, the performance measure and reporting resources page -- so we gave you a direct link there, and then also, we gave you the direct link to the PD 16-04, the current version of the 911, and also PD 19-03, the new 911 that we have been discussing. Also, you did see throughout the presentation -- we didn't add them here, but we gave links to the Crosswalk, the 16-04/19-03 Crosswalk, and the correction procedures. And I think that was it. So here's our contact information. If you have any additional needs or questions related to this training, or something that you would like to follow up on an individual basis, please always feel free to contact Chris and his team at RSAdata@ed.gov, or feel free to contact your WINTAC contact for performance and reporting. And if you have any feedback for us moving forward, we'd be happy to hear from you, but that's all we have for today. Chris, do you have any final words?

>> No, again, I just want to thank Rachel and WINTAC for partnering with us to deliver these trainings, and we look forward to the next seven over the next couple of months. So thank you very much.