



**STATE OF MICHIGAN
DEPARTMENT OF LABOR AND ECONOMIC OPPORTUNITY
WORKFORCE DEVELOPMENT**

ADULT EDUCATION

FOLLOW-UP POLICY

Effective July 1, 2023

Follow-Up Policy

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I. INTRODUCTION

All adult education providers in Michigan that are funded under State School Aid, Section 107 and/or the Workforce Innovation and Opportunity Act (WIOA), Title II, are required to conduct post-program follow-up and collect data on the performance indicators. This policy provides an overview of the primary indicators of performance under WIOA, as well as how to conduct the follow-up survey.

II. NATIONAL REPORTING SYSTEM AND PRIMARY INDICATORS OF PERFORMANCE

The National Reporting System (NRS) is the accountability system for the federally funded, state-administered adult education program. The NRS includes primary indicators of performance that are defined under Section 116(b)(2)(A) of WIOA, which apply to all core programs under WIOA. States and local programs must report performance for the required indicators and measures on *all participants*, who are defined as individuals who receive 12 hours or more of service.

These indicators are:

- i. Measurable skills gain (MSG)
- ii. Employment rate in the second quarter after exit
- iii. Employment rate in the fourth quarter after exit
- iv. Median earnings in the second quarter after exit
- v. Credential attainment

The U.S. Departments of Labor and Education have developed joint guidance for collecting and reporting these measures. This guidance includes definitions, methodology, calculations, and operational parameters. [OCTAE Program Memorandum 17-2](#) provides this guidance for adult education programs and also includes definitions of key terms related to accountability under WIOA.

In Michigan, these indicators are collected in the Michigan Adult Education Reporting System (MAERS). The [MAERS Performance Measure Tool](#) is a resource developed to help define performance indicators.

III. EXCLUSIONS

Participants in correctional education programs (WIOA Section 225) who remain incarcerated at program exit are excluded from all performance indicators except the MSG indicator.

Participants that exit the program due to the following circumstances may be excluded from the WIOA primary indicators of performance:

- The participant exits the program because he or she has become incarcerated in a correctional institution or has become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center while receiving services as a participant.
- The participant exits the program because of medical treatment and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program.

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- The participant exits the program because the participant is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days.
- The participant is exited from the program due to being deceased.

IV. COLLECTING POST EXIT INDICATORS

Adult education providers collect data on the performance indicators, with the exception of MSG, after participants exit the program. The timeframe for collecting post exit indicators is specific to each indicator and is detailed in the table below.

Data Collection Period for Performance Indicators

Performance Indicator	Participant Population Included	Data Collection Period
Employment in second quarter after exit	All participants, except those that meet exclusions in Section III	Second quarter after exit
Employment in fourth quarter after exit	All participants, except those that meet exclusions in Section III	Fourth quarter after exit
Median earnings	All participants who are employed in the second quarter after exit	Second quarter after exit
Credential indicator <ul style="list-style-type: none"> • Obtained secondary school diploma while enrolled or within 1 year of exit; obtained employment or entered postsecondary education within 1 year of exit • Obtained postsecondary credential during participation or within 1 year of exit 	Participants who entered without a secondary school diploma or equivalent and were enrolled in, or advanced to, a secondary level program and exit during the program year; except those that meet exclusions in Section III	For obtained secondary school diploma: During participation or at any time within 1 year after exit For obtained employment or entered postsecondary education: Any time within 1 year of exit
	All participants co-enrolled in adult education and a postsecondary education program that exit the postsecondary program during the program year; except those that meet exclusions in Section III	During participation or at any time within 1 year after exit

To collect data on the performance indicators, the Michigan Department of Labor and Economic Opportunity, Workforce Development (LEO-WD) will match participant data in MAERS with Unemployment Insurance (UI) Wage Records, the State Wage Interchange System (SWIS), and high school equivalency testing. Data that is not available through these sources must be collected by local providers through a follow-up survey.

V. COLLECTING SOCIAL SECURITY NUMBERS

Data matching works by pairing records from different databases for the same participant using a common identifier. That identifier can be the Social Security number (SSN), unique identification

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code (UIC), or name and birthdate. As such, it is critical to collect complete and accurate information at intake, specifically SSN, because otherwise data cannot be matched.

Adult education providers should ensure there is clear messaging to the staff that conduct intake and collect the SSN about how important this information is to evaluate participant and program performance and meet funding requirements. Transparent communication is also essential when explaining the importance and confidentiality of capturing participants' SSNs.

Participants who do not provide an SSN when enrolled should receive reminders about the positives of providing a SSN throughout the program year, for example, during career planning sessions and other mid-year evaluations. Technology, such as automated text messages, can also be used for reminders to provide SSNs and to update any contact information. Maintain contact with participants via electronic communications so they are accustomed to hearing from your organization and receiving requests for information. When collecting SSN's, follow your program's security protocol.

In MAERS, the SSN cannot be viewed once entered and is not included on any MAERS reports. It is strictly used for data matching and performance reporting purposes. There is a column on the Follow-Up Selection Report that designates (i.e., Yes or No) whether a participant's SSN has been entered into MAERS. If the SSN has not been entered, then the local provider must conduct a follow-up survey to collect data on the employment measures.

VI. CONDUCTING THE LOCAL FOLLOW-UP SURVEY

The Follow-Up Selection Report was developed in MAERS to assist local providers with Follow-Up and to identify the participants that require Follow-Up. This report should be run monthly at a minimum. Refer to the [MAERS Report Guide](#) for additional information on the Follow-Up Selection Report.

Adult education providers must maintain a contact log when completing manual follow-up surveys. Entries in the log should contain each contact, including the name of the participant, the method of how he or she was contacted, and status if a return call is needed. Appendix B includes a sample contact log.

Tips for Conducting the Follow-Up Survey

1. **Keep it simple.** The surveys should be brief - you are asking for basic employment and credential data.
2. **Familiarize participants with the process.**
 - Explain at enrollment that it is important for the program to track their successes after exiting because tracking is connected to funding.
 - Inform participants during enrollment, at exit, and after exit that they may receive a survey, so they are not surprised that you are contacting them and collecting this information.
 - Provide a copy of the survey at enrollment so participants are familiar with it prior to being asked to complete it later. Again, avoiding surprises.

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- Inform learners at intake—and periodically remind them—that you may contact their family members or employers to follow-up on their progress if you cannot reach them directly.

3. **Maintain contact with participants.**

- Maintain contact with participants after they exit the program so that it will be easier to follow-up with them. Use community resources, social media, and networks to reach participants.
- When conducting the follow-up interview, if the participant did not complete the secondary credential at your program, then ask if they completed it elsewhere. Your program can report the attainment even if the participant completed their secondary credential with another program. Invite those participants back who have not completed their secondary credentials.

4. **Ways to conduct a survey include:**

- Phone calls, text messages, and emails
- U.S. Post Office mailings
- Social media or technology apps

VII. STAFF TRAINING

Staff who will be conducting the interviews should be trained to ensure the integrity of the data collected. To collect valid and reliable data, interviewers must be familiar with both the process of interviewing and the materials to be used for collecting data.

Below is a suggested protocol to guide staff through the Follow-Up survey.

- 1) Review the participant's record or file and be familiar with what class(es), level, and teacher(s) he/she had while enrolled in the program.
- 2) Begin the conversation by identifying both the program and staff member. Help make the participant more comfortable by reminding him or her who their teacher was and what class they attended.
- 3) Ask genuine questions about how the participant is doing and explain that one reason for the call is to see if the participant needs any additional support from the program.
- 4) Ask the participant if he or she is working and give genuine excitement if the answer is positive, and then continue to ask how many hours per week. Asking about hourly wages is a sensitive subject. Before asking about wages, explain that the purpose of the question is to improve adult education programs in Michigan and demonstrate the impact of those programs on participant's lives and careers.
- 5) Before ending the call, ask again if the participant needs any additional services or assistance, including from partner programs. Inform the participant of the program's service options and let them know when the next semester or enrollment period starts and when registration begins, if applicable.
- 6) Close the call by asking the participant if they have any questions or comments. Then thank them for their time and for answering your questions and wish them continued success.

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Appendix A: Sample Participant Follow-Up Notice

As part of our registration process and during your instruction time in our program, we will be asking you to update your contact information and provide alternative contact information. Once you leave our program, you may be contacted so we can receive feedback from you and any suggestions for improvements. We will also conduct a brief **Follow-Up Survey** to determine if you received a high school diploma or equivalency, enrolled in postsecondary education or training, and/or obtained a job. The survey will only take a few minutes of your time and your answers are confidential but extremely important.

Your registration information, such as Social Security number, will be used to research and evaluate the effectiveness of Adult Education programs through data sharing with other State of Michigan data systems, including high school equivalency testing, postsecondary enrollment, and employment.

Please note, the State of Michigan does not report individual performance results. Performance results for Adult Education programs are aggregated totals.

Signing below indicates:

- I have received a copy of this notice and this information has been explained to me.
- I authorize Adult Education to use my Social Security number to obtain employment information from State of Michigan data systems.
- I understand that Adult Education will not disclose my Social Security number and will comply with laws and regulations governing Social Security number use and client privacy.

Participant Signature

Date

Program Staff

Date

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Appendix B: Sample Follow-Up Survey

During orientation, you were informed that we would be contacting students who have attended our adult education classes. This survey will take only a few minutes and all information you give will be strictly confidential. Thank you very much for taking the time to answer these questions.

Participant Name _____ **Date** _____

EMPLOYMENT AND WAGE VERIFICATION

1. Have you been employed in the last year? Yes No
2. What date did you begin employment? _____
3. Who is/was the employer? _____
4. Are you still employed? Yes No If **No**, what date did employment end? _____
5. Approximately how many hours do/did you work each week? _____
6. What is/was your starting hourly wage? *(This answer is to help determine the impact of adult education and to improve Michigan's adult education system).* _____

SECONDARY EDUCATION

**Only ask if the participant did not earn a high school diploma or equivalency with your program.*

1. Did you earn a diploma or equivalency at a different program? Yes No **(If the response is 'No', ask the participant if they would be interested in re-enrolling to complete their secondary credential)*
2. What type of credential did you earn? (Diploma/GED[®]/HiSET[®]) _____
3. Where did you earn the credential? _____
4. What date did you earn your credential? _____

POSTSECONDARY EDUCATION AND TRAINING

1. Have you enrolled in any other educational or training programs? Yes No
2. What is the name of the college or training program? _____
5. What date did you enroll? _____
3. What course of study are you working towards (e.g., nursing, welding, etc)? _____
4. Did you obtain a certificate, credential, or degree? Yes No
5. If yes, what did you earn (e.g., CNA, Cosmetologist, Certified Welder)? _____

Tell the participant that the survey is complete and thank them for their time.

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Appendix C: Sample Follow-Up Contact Log

Provider or Interviewer: _____

Date	Participant Name	Method of Contact (Phone, Text Message, Social Media)	Status of Interview