

**Attachment 1  
Workshop Schedule**

<b>Dates</b>	<b>Start</b>	<b>End</b>
March 10-12, 2008	March 10 at 1:00 PM	March 12 at 3:00 PM
March 17-19, 2008	March 17 at 1:00 PM	March 19 at 3:00 PM
March 24-26, 2008	March 24 at 1:00 PM	March 26 at 3:00 PM
March 31- April 2, 2008	March 31 at 1:00 PM	April 2 at 3:00 PM
April 7-9, 2008	April 7 at 1:00 PM	April 9 at 3:00 PM
April 14-16, 2008	April 14 at 1:00 PM	April 16 at 3:00 PM

**Draft Agenda**

<b>Monday</b>	
Noon	<b>Recommend parking and gaining access to the building</b>
Noon to 1:00 PM	<b>Register for the sessions</b>
1:00 PM to 4:00 PM	<b>Data review—Computer Lab</b> <ul style="list-style-type: none"> <li>a) Each user will access the One-Stop Service Tracking (OSST) system's External Reports screen to download a spreadsheet of the cases included in the RWB's January participation rates (based on raw data).</li> <li>b) Review the spreadsheets – each RWB staff member will review the spreadsheet of the cases included in the January participation rates (based on raw data).</li> <li>c) Definitions of terms and significance of the columns – this will include reviewing the definitions of “work eligible” individuals, exempted individuals, exempted families, etc. The group will also discuss the difference between federal and State exemptions.</li> <li>d) Sorting the data – two-parent cases, specific populations (refugees, teen parents), etc.</li> <li>e) Identifying possible coding errors for resolution – discuss the process to submit such data for resolution through AWI.</li> </ul>
<b>Tuesday</b>	
9:00 to 10:20 AM	<b>We will be collecting LOPs to make copies, forms, etc.</b> <b>Data review on Tuesday morning.</b> <b>Computer Lab</b> <ul style="list-style-type: none"> <li>a) Users will identify trends using the data sorted from the day before.</li> <li>b) Users will identify cases that need to be reviewed (those cases that are not in the numerator and appear to have no coding issues).</li> </ul>

	c) Using the employment data from the External Reports screen-users will review the schedule for the updates to the External Reports screen. Users will learn when the data will be updated with employment data from Florida New Hire and/or the TALX Corporation. Additionally, the staff will learn how to determine if the information has been updated by learning to interpret the data included in the update columns correctly.
10:20 to 10:30 AM	Break
10:30 AM to Noon	<b>Discussion: Participation Rate Requirements</b> <ul style="list-style-type: none"> <li>a) Who is included in the denominator?</li> <li>b) Who is included in the numerator?</li> <li>c) Who is exempted by federal law?</li> <li>d) Who is exempted by State law?</li> <li>e) What is the difference between federal and State exemptions?</li> <li>f) What must a parent(s) do to meet the all-family numerator requirements?</li> <li>g) What must parents do to meet two-parent numerator requirements?</li> <li>h) CODING IS THE KEY-how must we code the participation of a customer to ensure the hours are included in the participation rate?</li> </ul>
Noon to 1:30 pm	Lunch in the local area
1:30 to 2:50 PM	<b>Discussion: Participation Rate Requirements</b> <ul style="list-style-type: none"> <li>i) Activity definitions</li> <li>j) Florida's Work Verification Plan</li> </ul>
2:50 to 3:00 PM	Break
3:00 to 4:30 PM	<b>Discussion: Participation Rate Requirements Continued</b>
Wednesday	
9:00 to 10:20 AM	<b>Immediate Strategies to Improve Performance and Customer Engagement</b> <ol style="list-style-type: none"> <li>1. <b>Using OSST to Create Reports and Tools for Monitoring The Caseloads</b> <ul style="list-style-type: none"> <li>a) Participant Search by case manager to set-users will learn to download and create a spreadsheet to offer case managers an opportunity to review cases. This will include creating columns and discussing what to notice for possible issues.</li> <li>b) Participant Search for two-parent families-are two-parent families seeing one case manager or two different people? Are we engaging our customers in this population effectively? Use the search to find out.</li> <li>c) Deferral Search-users will conduct deferral searches to determine which customer cases to review for engagement</li> </ul> </li> </ol>

	<p>and which customers need to be recoded to maximize participation rate credit. Also, we will discuss "Domestic Violence" waivers.</p> <p>d) JPR Search – learn to enter the correct search criteria by case manager to find trends in engagement.</p> <p>e) Activity Search – Who is not in a core activity? Who is not deemed?</p>
10:20 to 10:30 AM	Break
10:30 to Noon	Continued
Noon to 3:00 PM	<p><b>Order Lunch In and Review Cases (individuals must bring in dollars for lunch, we will order sandwiches)</b></p> <p>a) Lunch will be ordered in</p> <p>b) If the first session of the day has been concluded, we will go through the process to learn how to review cases. If not, we will continue to review the current tools in OSST to maximize performance and increase participation rate requirements.</p>

### Locally

- a) Engagement—staff should go back and review the cases identified to discuss what happened with the customers in terms of engagement
- b) Best practices—the staff should discuss issues that are unique and across the multiple career centers to strategize unified approaches or unique opportunities
- c) New ideas—the staff should strategize new ways to resolve issues

### Future Conference Call Discussion: Local Operating Procedures (LOPs)

- a) Discuss the local operating procedures that can be established or updated to engage parents maximally
- b) Discuss immediate strategies related to two-parent families, engaging refugees, engaging those with medical or other limitations, teen parents, etc. to improve the participation rates
- c) Discuss data entry that is negatively impacting participation rates (using data already collected by AWI staff) and review how to enter data correctly (staff should be prepared to train case managers to enter data correctly and effectively)
  - Deferrals
  - Activities/training codes
  - Closing cases effectively
  - Using transitional services effectively
  - Establishing local incentive programs