

EMPLOYMENT DATA COLLECTION

FREQUENTLY ASKED QUESTIONS

GENERAL INFORMATION

What is the goal for the TN SPDC Tool?

The TN SPDC Tool serves as an easy way for providers to deliver data to their program director.

What are the data collection months?

- April (entered in May)
- October (entered in November)

Who am I submitting data for?

Data is collected for all individuals receiving DIDD residential, day, and/or employment services regardless of their employment status. However if a person only receives Behavior or Personal Assistance services, they are not included in this data collection.

How do I log into the data collection tool?

Click the following link: https://apps.econsys.com/tennessee-data-tracking/users/sign_in

Is there a training webinar or a visual guide that shows you how to enter data?

- Yes. Here is a training webinar that shows you how to enter data (make sure you click play and give it a few seconds to start playing): <https://tngov.webex.com/tngov/ldr.php?RCID=b788c75b441b728b11e684b22a2734d1>
- In addition, there is a printable version of the training.

What is competitive integrated employment?

According to the Workforce Innovation and Opportunity Act (WIOA), competitive integrated employment (CIE) is defined as, "full or part-time work at minimum wage or higher, with wages and benefits similar to those without disabilities performing the same work, and fully integrated with co-workers without disabilities."

What is customized employment?

The United States Department of Labor states, "Customized Employment is a flexible process designed to personalize the employment relationship between a job candidate or employee and an employer in a way that meets the needs of both. It is based on identifying the strengths, conditions, and interests of a job candidate or employee through a process of discovery. Customized Employment also identifies the business needs of an employer. Together, these create a match resulting in a customized position." https://www.dol.gov/odep/documents/vignette_v3_blue_508_final.pdf

What is considered a sheltered facility setting?

A sheltered/facility setting is one where a person is not working in a competitive integrated environment in the community. It is most often in a provider's day center.

Who do I contact if I have a questions not answered in this guide?

If you have additional questions or need assistance, please contact your regional employment coordinator:

- **West TN**- Ashley Sanders: ashley.h.sanders@tn.gov
- **Middle TN**- Michael Barbour: michael.barbour@tn.gov
- **East TN**- Angella Broussard: angella.broussard-chrisman@tn.gov

LOG-IN INFORMATION

How do I log into the data collection tool?

- Click the following link: https://apps.econsys.com/tennessee-data-tracking/users/sign_in
- Your user name is your email address. If you forget your password, you can select “password recovery” on the main log-in page and you will receive an email with a link to reset your password. If you are logging in for the first time, the default password is password.

Which email address should I use to login?

You should use the email address you used when you set up the account with the online tool. If you forget which email address you used, or the previous staff person left the agency, please contact your regional employment coordinator for assistance with resetting your email address.

What should I do if I am unable to login?

1. If this is your first time logging in, enter your email and use the default password which is password.
2. If you have forgotten your password, please click on “Password Recovery” in order to reset your password. Then, follow the prompts.
3. If you have tried 1 and 2 without success, please contact your regional employment coordinator.

How do I change my password?

You can change your password by clicking on “Profile” which can be located on the left side of the page under “TN SPDC Tool”. Here you will be able to update your password if you know your current one. Passwords are case sensitive and there are no requirements on length or special characters.

CKEY INFORMATION

What is a CKEY list?

This is a list of all people who, according to DIDD records, have received employment, day, and/or residential services during the reporting month.

How frequently is the CKEY list sent to providers?

The CKEY list is sent every 6 months to help ensure you have the most up-to-date list. This is a list of all people who, according to DIDD records, have received employment, day, and/or residential services during the reporting month.

When should I expect to receive the CKEY list?

You will receive your CKEY list before each data collection period (before May 1 and November 1).

What should I do if a CKEY code is on the CKEY list, but it is not in the data collection tool/system?

- Add the record to the tool
- Please refer to the “New Records” section below for detailed instructions

Where can you find the CKEY codes for records that did not automatically populate?

You will find the CKEY codes on the CKEY list. An updated CKEY list is sent prior to each data collection period. The data collection periods are May 1-31 and November 1-30. You can also contact your regional employment coordinator for assistance with identifying names and/or CKEY codes.

RECORDS AND REPORTING INFORMATION

How do I change the reporting month/year?

Use the dropdown boxes with month and year to select the proper reporting period.

What kind of values should I enter?

Values should be accurate to the individual you are reporting on and specifically for that reporting period.

How do I edit a record?

Once a record has been opened or added, click the green “Edit” button in the upper right-hand corner. Then, you will be able to edit the record.

If the person supported receives day services from two different agencies, which agency should enter the data?

The agency that provides the majority of the employment/day services is responsible for entering the data.

What should I do if a person does not receive services from my agency?

You should save the person’s record as an “Inactive Individual” if they no longer receive services from your agency or you don’t know who they are. Please see the “Inactive Individual Record” section below for more information.

What should I enter into the “Comment/Issues” section?

You do not have to enter anything in the “Comment/Issues” section. However, you may utilize the “Comment/Issues” section to clarify any discrepancies, change in hours, terminations, missed hours due to illness, reasons why a person is not seeking employment, etc.

What should I do if I do not know the exact amount of time (in months) the person was employed in a sheltered facility setting?

You should first attempt to determine the accurate number of months by asking the person-supported, family, Independent Support Coordinator, and/or Case Manager. If the exact information is not known, you may enter an approximation.

How do I calculate the total number of hours worked during the reporting month?

If the person works the same amount of hours each day, multiply the numbers of hours each day by the number of days worked during the month. If the person missed any hours due to illness, decrease in hours, etc., please do not include missed hours in the total. Do your best to enter accurate information. You may explain any discrepancies in the “Comment/Issues” section.

How do I calculate the total gross income (not including SSI, SSDI, etc.)?

Multiply the person’s hourly pay rate by the number of hours worked during the month.

Do volunteer hours count towards worked hours?

No. Data is collected for paid hours.

What should I do if the person held more than one job during the data collection month or had more than one type of occupation?

If the person had multiple jobs or occupations, the system will allow you to specify the number of jobs and allow you to enter more than one occupation type.

When entering hours worked, do you enter the scheduled hours or the hours actually worked during the data collection month?

You should enter the hours actually worked during the data collection month. Do your best to enter

accurate information. You may explain any discrepancies in the “Comment/Issues” section. For example, you can explain the person usually works every week, but he/she missed a week of work due to illness.

When entering earned income, do you enter the gross amount or the net amount?

You should enter the gross amount. Multiple the hourly pay rate by the number of hours worked during the data collection month.

When entering earned income, do you include SSI, SSDI, or other sources of income?

No. You should only enter the amount earned through employment.

What do I do after all the CKEY codes on my CKEY list are verified with a check mark?

Once all the CKEY codes/records are entered into the data collection tool and are verified (with a check mark), your agency’s data collection is complete. Then, DIDD will receive a notification specifying your data collection is complete. You do not need to print anything or send DIDD any paperwork. The data collection tool will notify DIDD when your data collection is complete.

How do I print records for agency use?

- If you want to print a record for agency use, click the “Print” option on the left side of the page under “TN SPDC Tool.”
- While on the page you want to print, click the “Print” option on the left side of the page under “TN SPDC Tool,” and it will prompt a preview.
- You do not need to print anything or send any paperwork to DIDD. The data collection tool will notify DIDD when your data collection is complete.

INACTIVE INDIVIDUAL RECORD

What is an “Inactive Individual” record?

It is a record for a person who was not receiving day, residential, or employment services from your agency during the current data collection month.

What should I do if the person is no longer served by my agency?

You should select the “Inactive Individual” box in the upper right-hand corner. Then, verify the record and save it.

Do I need to verify inactive records?

Yes. All the records on the CKEY list and the records that automatically populated in the data collection tool must be verified for the data collection to be complete. Once your data collection is complete, DIDD will receive a notification.

VERIFYING RECORDS

How do I verify a record?

1. In the "Record Verification" section, you must select "Yes" which confirms the record contains valid information.
2. Then, you need to "Save" the record before the verification is complete.
3. The record is verified once it has a check mark in the "Verified?" column.
4. You need to verify both active and inactive records.

Do I need to verify inactive records?

Yes. All the records on the CKEY list and the records that automatically populated in the data collection tool must be verified for the data collection to be complete. Once your data collection is completed, DIDD will receive a notification.

What should I do if I entered the data but the record is not showing it is verified?

If there is not a check mark in the "Verified?" column next to the CKEY code, please reopen the record and double check the following:

- All questions and sub-questions are answered
- "Yes" was selected in the "Record Verification" section before saving the record
- The correct CKEY code was entered
- The CKEY code was entered correctly (all CKEY codes are 10 characters long)
- The "Inactive Individual" option was selected for an inactive person. If you answer the first question for an inactive person, the "Inactive Individual" option will automatically uncheck.

NEW RECORDS

How do I add a new record?

1. First, select which month and year you want to view/report on by using the selectors on top of the provider records page.
2. Click on "+ Add Record" which may be located in the upper left-hand corner on the page, under "TN SPDC Tool" heading
3. Then, you will be guided to a blank record
4. Enter the 10 character CKEY code from the CKEY list
5. The blank record may have the "Inactive Individual" checked. Once you answer the first question, the "Inactive Individual" option will change automatically.
6. Complete the questionnaire
 - a. Data is collected for all individuals receiving DIDD residential, day, or employment services regardless of their employment status. However if a person only receives Behavior or Personal Assistance services, they are not included in this data collection.
 - b. If the person is no longer served by your agency, select the "Inactive Individual" box in the upper right-hand corner. Then, verify the record and save.
 - c. If a person receives services from more than one agency, the agency that provides the majority of the employment/day services is responsible for entering the data.
7. Verify the record
 - a. You need to verify both active and inactive records that appear on your CKEY list and on the provider records page.
 - b. In the "Record Verification" section, you must select "Yes" which confirms the record contains valid information. Then, you need to "Save" the record before the verification is complete. The record is verified once it has a check mark in the "Verified?" column.
8. Save the record