

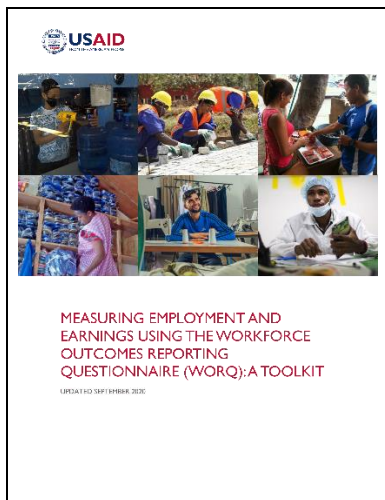
The Workforce Outcomes Reporting Questionnaire (WORQ): An Activity Management Guide for Missions



What is the background and purpose of this guide?

The USAID 2018 Education Policy seeks to prepare youth to “lead productive lives, gain employment, and contribute positively to society.” Despite continued efforts to promote these outcomes, the youth sector struggles with a lack of consistent definitions for measuring the results of youth employment programs. To fill this critical gap, USAID developed a set of standard youth workforce indicators and a companion suite of tools, the Workforce Outcomes Reporting Questionnaire (WORQ). USAID promotes the use of these indicators to better track the progress USAID-supported programming is making to improve youth integration into the labor market.

The purpose of this WORQ activity management guide is to support USAID Mission staff who are managing youth workforce development activities and planning or are using the WORQ.



Where can I access the WORQ package of measurement tools?

Measuring Employment and Earnings Using the Workforce Outcomes Reporting Questionnaire (WORQ): A Toolkit can be accessed at: <https://www.edu-links.org/resources/WORQ-Toolkit>.

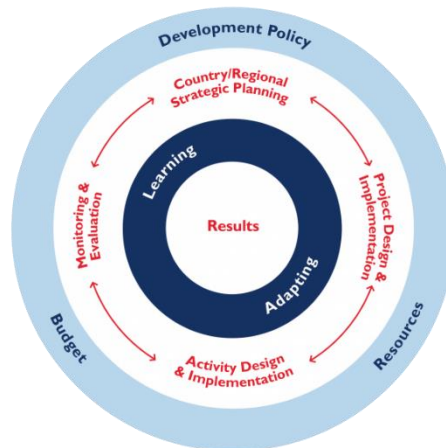
What are the WORQ tools, what do they measure, and when should I use these tools?

The WORQ package includes the four tools as outlined in Table 1.

Table 1. Four WORQ Tools

Tool	What it Measures	When to Use It
1. The WORQ	<ul style="list-style-type: none"> • Core tool with questions to measure and report on three USAID standard foreign assistance indicators <ol style="list-style-type: none"> 1. Average percent change in earnings following participation in USG-assisted workforce development programs (EG. 6-11) 2. Percent of individuals with new employment following participation in USG-assisted workforce development programs (EG. 6-12) 3. Percent of individuals who transition to further education or training following participation in USG-assisted programs (ES. 1-46) • Includes items to measure basic participant demographics 	Administer the WORQ tool at baseline and endline in activities using relevant standard foreign assistance indicators
2. The Extra WORQ	<ul style="list-style-type: none"> • Expanded tool with WORQ items as well as additional items to provide background on participant’s work lives • Includes items to measure participant household demographics 	Use the Extra WORQ tool at baseline for any evaluation including impact evaluations.
3. The Impact WORQ	<ul style="list-style-type: none"> • Extended tool with items that capture information on secondary sources of earnings to allow for more accurate comparison between program participants and control or comparison group youth 	Require the Impact WORQ tool at baseline and endline for activities conducting impact evaluations.
4. The Quick WORQ	<ul style="list-style-type: none"> • Abbreviated check-in survey with five questions • Appropriate for implementing via SMS or phone to check work status of youth, to measure seasonal work, and clarify when to implement longer version of tool 	<ul style="list-style-type: none"> • Use the Quick WORQ tool as a periodic check-in with youth program participants, particularly in contexts where seasonal work is common.

Figure 1: USAID Program Cycle



How do I apply the WORQ package across the program cycle?

There are several opportunities for USAID Missions to include the WORQ tools across the program cycle (see Figure 1).

During development of country strategies (CDCS)¹ or Project Development Documents (PDDs), decide whether the strategy or PDD includes youth programming. If the Mission is planning to measure youth employment at those levels using the relevant indicators, please consider how to incorporate the use of the WORQ into the relevant documents.

Include WORQ relevant F-indicators in Activity solicitations.² If the Mission is requesting a solicitation for youth programming AND the proposed intervention focuses on improved education, training, or transition to employment, include the relevant F-indicator(s) in the Monitoring, Evaluation, and Learning (MEL) section of the solicitation. Indicators could be listed as illustrative or required, as appropriate. Proposals from implementing organizations should include plans to collect F-indicators that WORQ supports as applicable to an activity.

The USAID Mission should discuss which WORQ tools will be used on award of the contract or grant (i.e., WORQ, Extra WORQ, Impact WORQ, Quick WORQ). The decision of which tool or combination of tools to use will depend on the MEL budget and type of monitoring and data collection planned for the activity.

Work closely with the implementing partner to develop an Activity MEL plan that includes activity-relevant F-indicators and processes. The USAID Mission should take the following steps in collaboration with the implementing partner.

1. Provide implementing partners with the WORQ related F-indicator PIRS and WORQ tools guidance. (see section: Where can I learn more about WORQ)

¹ <https://usaidlearninglab.org/working-group/group-resource/how-note-preparing-performance-management-plan-pmp>

² https://usaidlearninglab.org/sites/default/files/resource/files/cleared_-_how-to_note_-_activity_mel_plan_sep2017.pdf

2. Review any custom indicator PIRS prior to approval to ensure accuracy as part of the Activity MEL plan. If the PIRS define a custom indicator that is being collected by others at the Mission, review for consistency across activities.
3. Review the timing proposed for data collection for each F-indicator; ensure the correct questionnaires are used by implementers.
4. Review monitoring and research activities with implementing organizations and determine if additional WORQ tools should be included in data collection process (i.e., Quick WORQ, Impact WORQ, Extra WORQ). (see Figure 4)
5. Consider data security needs based on the context of the activities and the countries/regions where they are operating. Details on how to monitor the quality of WORQ data are provided in the next section.
6. Once data is collected, engage Mission MEL staff to review WORQ data to ensure it meets data quality standards.
7. Conduct a DQA for all WORQ indicators (which are reported externally) and ensure the findings of the DQA are documented in the PIRS for each indicator. Details on conducting DQAs is provided under the section on monitoring data quality.
8. Update the Activity MEL plan with the implementing partner as the activity learns and adapts during the life of the activity.
9. Report on the three USAID standard foreign assistance indicators (EG. 6-11, EG. 6-12, ES. 1-46) as applicable to programming.

USAID Missions should promote a learning environment, as espoused in USAID’s Collaborating, Learning, and Adapting Toolkit,³ relative to WORQ data and processes. Missions should:

1. Review (or request) quarterly reports with information on the evaluation preparation and implementation, including adaptation, enumerator training, implementation, and analysis of the tool. Engage Mission MEL staff as appropriate to review technical reports.
2. Ensure that the Activity MEL includes annual data quality assurance (DQA) processes for all indicators. The findings from the DQA should be included in annual MEL reports.
3. Host recurring activity data and learning meetings to learn from the activity's WORQ data. Include all partners collecting WORQ data.
4. Ensure technical and evaluation reports that include WORQ data are submitted to the Development Experience Clearinghouse (DEC) and the actual data to the Data Development Library (DDL).
5. Create a Post-Evaluation Action Plan for activities that collected WORQ data, which identifies any management or program actions needed based on findings from the data. This may include changes to strategy, projects, activities, or other planning frameworks.

³ <https://usaidlearninglab.org/evaluation-toolkit?tab=6>

Where can I learn more about WORQ?

Resource	Target Audience	Purpose and Content
The WORQ Package of Tools	Everyone	This document contains the four WORQ Tools.
WORQ Training Modules	Implementing partners, MEL staff	Comprised of four modules: 1. Overview and purpose of the WORQ Tools. This is a 30-minute module for anyone using WORQ. 2. Adapting the WORQ Tools. 3. Data Collection for the WORQ Tools. 4. Analyzing and Reporting on the of WORQ Tools.
Adapting, Administering, and Analyzing the WORQ Tools: A Guide for Local Partners	Local implementing partners	This Guide provides local partners with clear guidance and steps on how to implement the WORQ tools in the field. It is a more detailed manual intended as a complement to the training modules.
ODK tool	Implementing partners, Evaluators	ODK is free, open source software to support data collection on mobile devices and tablets. DEEP developed a WORQ application in ODK to facilitate data collection by Missions and IPs.
Interactive flow chart of the different WORQ modules.	USAID Missions, Implementing partners	This interactive flowchart allows users to scroll over parts of the flowchart to read information about the content and purpose of each section of the WORQ tools.
WORQ Implementation Video	Everyone	The purpose of the video is to help Missions and implementers understand how to implement the WORQ tools.
Measuring the Nuances of Youth Employment & Livelihoods and Learning to Love Standard Indicators: A USAID Perspective on Measuring Youth Workforce Development	Everyone	These articles provide insights into measuring youth workforce outcomes.
Measuring Employment and Earnings Using the WORQ: A Toolkit	MEL staff	This in-depth guide provides detailed instructions on adapting, implementing, and analyzing the WORQ tools. It includes a copy of the tools.
WORQ pilot and cognitive testing reports .	MEL staff	These reports focus on the process and results of pilot tests conducted with the WORQ package.

Who can I contact for questions about the WORQ tools?

For more information on the WORQ Package, please reach out to the following contacts:

- Rebecca Povec Pagel, Primary POC for the WORQ tool, rpagel@usaid.gov
- Nancy Taggart, POC for Africa and MENA, nataggart@usaid.gov
- Olga Merchan, POC for LAC, E&E, and Asia, omerchan@usaid.gov