

COMMONWEALTH OF VIRGINIA
WORKFORCE INVESTMENT ACT
VIRGINIA EMPLOYMENT COMMISSION

FIELD GUIDANCE MEMORANDUM #05-14

TO: LOCAL WORKFORCE INVESTMENT BOARDS
FROM: WIA DIVISION
SUBJECT: TIMELY DATA ENTRY
DATE: June 30, 2006

RESCINDS: Field Guidance Memorandum #05-04 dated April 4, 2005.

The U.S. Department of Labor's Employment and Training Administration has established a quarterly reporting schedule. Information presented in these reports needs to reflect the most current picture of the Workforce Investment Act (WIA) programs. Additionally, an Annual Report is required which is a summary of the activities of each state and its local workforce areas. All of these reports depend on timely and accurate data.

WIA QUARTERLY REPORT – ETA 9090

COVERED PROGRAMS

The WIA Quarterly Report will cover participants who receive services financially assisted by formula or statewide reserve funds under the following Employment and Training Administration (ETA) programs:

- WIA Adult Program
- WIA Dislocated Worker Program (including dislocated workers participating in programs funded under WIA section 134(a)(2)(A)(ii) – rapid response additional assistance)
- WIA Youth Programs
- National Emergency Grants (except HCTC grants)

Except for Health Care Tax Credit (HCTC) grants, performance information about all participants who receive services financially assisted by National Emergency Grants (NEGs), whether co-enrolled in the WIA Title IB programs or served exclusively with

NEG funds, will be included. In addition, WIA statewide activities that are included in the Quarterly Report are those statewide activities that involve the enrollment of individuals eligible to receive WIA Title I-B services (e.g., adult, dislocated worker, or youth). Conversely, if state or local activities do not involve the enrollment of individuals to receive services, performance information is not included in the WIA Quarterly Report.

DUE DATE – QUARTERLY REPORT – ETA 9090

The report is due no later than 45 days after the end of each report quarter. The following table shows the expected due dates for each reporting quarter.

<i>Report Quarter</i>	<i>Due Dates</i>
July – September	November 14 th
October – December	February 14 th
January – March	May 15 th
April – June	August 14 th

Should the due date of the report fall on a Saturday or Sunday, the quarterly report is due the Friday before.

The quarterly report (ETA 9090) includes the following data elements:

- Total Participants - for adults, dislocated workers, national emergency grants, older youth, and younger youth.
- Total Exiters - for adults, dislocated workers, national emergency grants, older youth and younger youth.
- Placement in Employment or Education – youth only
- Attainment of Degree or Certificate – youth only
- Literacy and Numeracy Gains – youth only
- Skill Attainment Rate – Younger Youth (age 14 –18) only
- Youth Diploma or Equivalent Rate – Younger Youth (age 14 – 18) only
- Entered Employment Rate – adults, dislocated workers, national emergency grants, and older youth
- Employment and Credential Rate – adults, dislocated workers, and national emergency grants; Credential Rate – older youth (age 19 –21)
- Employment Retention Rate – adults, dislocated workers, national emergency grants, and older youth; Retention Rate – younger youth
- Average Earnings/Earnings Change in Six Months – Average Earnings – adults, dislocated workers, and national emergency grants; Earnings Change – older youth only.
- Customer Satisfaction Survey Information – Participants and Employers

WIA ANNUAL REPORT – ETA 9091

Each state that receives an allotment under WIA section 127 (youth activities) or Section 132 (adult and dislocated worker activities) of the WIA of 1998 must prepare and submit an Annual Report to Secretary in accordance with WIA sections 136(d)(1) and 185(d).

There is a great flexibility in the contents of the annual report narrative, but there are three sets of information that are required elements for each states' annual report, as described in WIA section 136:

1. Performance data on the core and customer satisfaction measures, including progress of local areas and in the state in achieving local performance measures;
2. Information on the status of state evaluation activities; and
3. Information on the cost of workforce investment activities relative to the effect of the activities on the performance of participants.

Performance data reported in the WIA Annual Report must be comprised of information provided by each state from their individual Workforce Investment Act Standardized Record Data (WIASRD) files through matching client information with the employment outcome information obtained from Unemployment Insurance (UI) and other administrative wage records or from other supplemental data sources. Therefore, ETA requires that performance information received from the states on the WIA Annual Report be based on the submission of WIASRD files (sec. 136(f) and 185). The WIA Annual Report must be complete and accurate (WIA section 185 (29 USC 2935)).

COVERED PROGRAMS

The WIA Quarterly Report will cover participants who receive services financially assisted by formula or statewide reserve funds under the following Employment and Training Administration (ETA) programs:

- WIA Adult Program
- WIA Dislocated Worker Program (including dislocated workers participating in programs funded under WIA section 134(a)(2)(A)(ii) – rapid response additional assistance)
- WIA Youth Programs
- National Emergency Grants (except HCTC grants)

Performance information about participants who only receive services financially supported by National Emergency Grants (NEGs) will not be include, since this information will be obtained through the WIA Quarterly Report (ETA 9090). However, performance information about participants who received services financially assisted by WIA Title IB and NEGs are included in the Annual Report. In addition, WIA statewide activities that are included in the Annual Report are those statewide activities that involve the enrollment of individuals to receive WIA Title I-B services (e.g., adult, dislocated worker, or youth). Conversely, if state or local activities do not involve the enrollment of

individuals to receive services, performance information is not included in the WIA Annual Report. Examples of such exceptions include activities where a) the state is conducting a statewide activity that does not involve direct services (e.g., research or evaluation), or b) the statewide activity is structured to provide services that are highly specialized, such as in a pilot or demonstration activity (e.g., incumbent worker training, project for chemically dependent TANF recipients).

DUE DATE – ANNUAL REPORT – ETA 9091

The report is due no later than *October 1st* following the end of each Program Year (July-June). The following table shows the expected due dates for the WIA Annual Report for the next three Program Years:

<i>Program Year</i>	<i>Due Dates</i>
PY 2005	October 1 st , 2006
PY 2006	October 1 st , 2007
PY 2007	October 1 st , 2007

Should the due date of the report fall on a Saturday or Sunday, the annual report is due the Friday before.

TIMELY DATA ENTRY

Delays in data entry adversely affect the quarterly performance of the state and the local workforce areas and result in inaccurate quarterly reports. The participant customer satisfaction survey is adversely impacted by late data entry of exiter information. If the quarterly sample is drawn and all exiters have not been entered, the total eligible for the sample is understated. Participant information is extracted from VWN on a quarterly basis for the quarter just ended and forwarded to the Virginia Commonwealth University Survey Research and Evaluation Laboratory. The survey sampling is based on the participants (not yet exited under the 90-day soft exit rule) entered into VWN; participant information not entered into VWN within the quarter will not be included in the survey.

To address the impact of delayed data entry, the following policy has been developed:

All transactions must be entered within five (5) working days from completion. For example, once the customer has been registered (eligibility determined) the data must be entered within five working days.

Information for the quarterly reports will be extracted from VWN, two (2) days before the quarterly submission date.

The WIA Division will provide preliminary quarterly reports on a monthly basis leading up to the submission of the *actual* quarterly report (ETA9090) to USDOL. Data inquiries concerning the preliminary quarterly report should be submitted to the WIA Division as soon as the LWIA has completed a review of the results of the preliminary reports.

The following tables provide local workforce areas information on what is collected for each quarterly report submitted by the WIA Division to USDOL-ETA:

TABLE A
Time Periods for Reporting Performance Information on the WIA
Quarterly Reports

Reporting Item	Time Periods to Be Reported			
	Program Year 2005			
Report Quarter	July-Sept.	Oct.-Dec.	Jan.-Mar.	Apr.-June
Report Due Date	14-Nov-05	14-Feb-06	15-May-06	14-Aug-06
Total Participants	10/1/04 to 9/30/05	01/01/05 to 12/31/05	04/01/05 to 03/31/06	07/01/05 to 06/30/06
Total Exiters	07/01/04 to 06/30/05	10/01/04 to 09/30/05	01/01/05 to 12/31/05	04/01/05 to 03/31/06
Placement in Education and Employment	01/01/04 to 12/31/04	04/01/04 to 03/31/05	07/01/04 to 06/30/05	10/01/04 to 09/30/05
Attainment of Degree or Certificate	01/01/04 to 12/31/04	04/01/04 to 03/31/05	07/01/04 to 06/30/05	10/01/04 to 09/30/05
Literacy and Numeracy Gains State Reporting Option #1	07/01/05 to 09/30/05 ⁽¹⁾	07/01/05 to 12/31/05 ⁽¹⁾	07/01/05 to 03/31/06 ⁽¹⁾	07/01/05 to 06/30/06 ⁽¹⁾
Literacy and Numeracy Gains State Reporting Option #1	State Data Collection and Reporting Begins July 1, 2006			
Skill Attainment Rate	07/01/04 to 06/30/05	10/01/04 to 09/30/05	01/01/05 to 12/31/05	04/01/05 to 03/31/06
Youth Diploma or Equivalent Rate	07/01/04 to 06/30/05	10/01/04 to 09/30/05	01/01/05 to 12/31/05	04/01/05 to 03/31/06
Entered Employment Rate	01/01/04 to 12/31/04	04/01/04 to 03/31/05	07/01/04 to 06/30/05	10/01/04 to 09/30/05
Employment and Credential Rate	01/01/04 to 12/31/04	04/01/04 to 03/31/05	07/01/04 to 06/30/05	10/01/04 to 09/30/05
Employment Retention Rates	07/01/03 to 06/30/04	10/01/03 to 09/30/04	01/01/04 to 12/31/04	04/01/04 to 03/31/05
Six Months Earnings Change	07/01/03 to 06/30/04	10/01/03 to 09/30/04	01/01/04 to 12/31/04	04/01/04 to 03/31/05

Additional Notes:

- (1) Only partial data will be available. Indicates the reporting schedule for states implementing the Literacy and Numeracy Gains common measure on July 1, 2005. Only partial data will be available during the program year for youth who begin participation during PY 2005. States report outcomes as they become available during the year.

TABLE A
Time Periods for Reporting Performance Information on the WIA
Quarterly Reports

Reporting Item	Time Periods to Be Reported			
	Program Year 2006			
Report Quarter	July-Sept.	Oct.-Dec.	Jan.-Mar.	Apr.-June
Report Due Date	14-Nov-06	14-Feb-07	15-May-07	14-Aug-07
Total Participants	10/1/05 to 9/30/06	01/01/06 to 12/31/06	04/01/06 to 03/31/07	07/01/06 to 06/30/07
Total Exiters	07/01/05 to 06/30/06	10/01/05 to 09/30/06	01/01/06 to 12/31/06	04/01/06 to 03/31/07
Placement in Education and Employment	01/01/05 to 12/31/05	04/01/05 to 03/31/06	07/01/05 to 06/30/06	10/01/05 to 09/30/06
Attainment of Degree or Certificate	01/01/05 to 12/31/05	04/01/05 to 03/31/06	07/01/05 to 06/30/06	10/01/05 to 09/30/06
Literacy and Numeracy Gains State Reporting Option #1	07/01/05 to 06/30/06 ⁽²⁾	07/01/05 to 06/30/06 ⁽²⁾	07/01/05 to 06/30/06 ⁽²⁾	07/01/05 to 06/30/06 ⁽²⁾
Literacy and Numeracy Gains State Reporting Option #1	07/01/05 to 06/30/06 ⁽³⁾	07/01/05 to 06/30/06 ⁽³⁾	07/01/05 to 06/30/06 ⁽³⁾	07/01/05 to 06/30/06 ⁽³⁾
Skill Attainment Rate	07/01/05 to 06/30/06	10/01/05 to 09/30/06	01/01/06 to 12/31/06	04/01/06 to 03/31/07
Youth Diploma or Equivalent Rate	07/01/05 to 06/30/06	10/01/05 to 09/30/06	01/01/06 to 12/31/06	04/01/06 to 03/31/07
Entered Employment Rate	01/01/05 to 12/31/05	04/01/05 to 03/31/06	07/01/05 to 06/30/06	10/01/05 to 09/30/06
Employment and Credential Rate	01/01/05 to 12/31/05	04/01/05 to 03/31/06	07/01/05 to 06/30/06	10/01/05 to 09/30/06
Employment Retention Rates	07/01/04 to 06/30/05	10/01/04 to 09/30/05	01/01/05 to 12/31/05	04/01/05 to 03/31/06
Six Months Earnings Change	07/01/04 to 06/30/05	10/01/04 to 09/30/05	01/01/05 to 12/31/05	04/01/05 to 03/31/06

Additional Notes:

(2) Only partial data will continue to be reported. Because it takes five calendar quarters for full data to become available on any quarterly youth participant cohort, the reporting schedule reflects the Department's expectation that full outcomes data on youth participants enrolled between July 1, 2005 and June 30, 2006 will be reported on the August 2007 quarterly report.

(3) Only partial data will be available. Indicates the reporting schedule for states that begin implementing the Literacy and Numeracy Gains common measure on July 1, 2006. Only partial data will be available on the quarterly reports for youth who begin participation during PY 2006. States report outcomes as they become available.

TABLE A
Time Periods for Reporting Performance Information on the WIA
Quarterly Reports

Reporting Item	Time Periods to Be Reported Program Year 2007			
	July-Sept.	Oct.-Dec.	Jan.-Mar.	Apr.-June
Report Due Date	14-Nov-07	14-Feb-08	15-May-08	14-Aug-08
Total Participants	10/1/06 to 9/30/07	01/01/07 to 12/31/07	04/01/07 to 03/31/08	07/01/07 to 06/30/08
Total Exiters	07/01/06 to 06/30/07	10/01/06 to 09/30/07	01/01/07 to 12/31/07	04/01/07 to 03/31/08
Placement in Education and Employment	01/01/06 to 12/31/06	04/01/06 to 03/31/07	07/01/06 to 06/30/07	10/01/06 to 09/30/07
Attainment of Degree or Certificate	01/01/06 to 12/31/06	04/01/06 to 03/31/07	07/01/06 to 06/30/07	10/01/06 to 09/30/07
Literacy and Numeracy Gains State Reporting Option #1	10/0/05 to 09/30/06	01/01/06 to 12/31/06	04/01/06 to 03/31/07	07/01/06 to 06/30/07
Literacy and Numeracy Gains State Reporting Option #1	07/01/06 to 06/30/07 ⁽⁴⁾	07/01/06 to 06/30/07 ⁽⁴⁾	07/01/06 to 06/30/07 ⁽⁴⁾	07/01/06 to 06/30/07 ⁽⁴⁾
Skill Attainment Rate	07/01/06 to 06/30/07	10/01/06 to 09/30/07	01/01/07 to 12/31/07	04/01/07 to 03/31/08
Youth Diploma or Equivalent Rate	07/01/06 to 06/30/07	10/01/06 to 09/30/07	01/01/07 to 12/31/07	04/01/07 to 03/31/08
Entered Employment Rate	01/01/06 to 12/31/06	04/01/06 to 03/31/07	07/01/06 to 06/30/07	10/01/06 to 09/30/07
Employment and Credential Rate	01/01/06 to 12/31/06	04/01/06 to 03/31/07	07/01/06 to 06/30/07	10/01/06 to 09/30/07
Employment Retention Rates	07/01/05 to 06/30/06	10/01/05 to 09/30/06	01/01/06 to 12/31/06	04/01/06 to 03/31/07
Six Months Earnings Change	07/01/05 to 06/30/06	10/01/05 to 09/30/06	01/01/06 to 12/31/06	04/01/06 to 03/31/07

Additional Notes:

(4) Only partial data will continue to be reported. Because it takes five calendar quarters for full data to become available on any quarterly youth cohort, the reporting schedule reflects the Department's expectation that full outcomes data on youth participants enrolled between July 1, 2006 and June 30, 2007 will be reported on the August 2008 quarterly report. This will be the first quarterly report in which the youth reporting cohorts will be aligned for states who choose either reporting option #1 or #2.

TABLE B
Time Periods for Reporting Performance Information
WIA Annual Report

Reporting Item	Time Periods to Be Reported		
	Annual Report PY 2005	Annual Report PY 2006	Annual Report PY 2007
Due Dates	1-Oct-06	1-Oct-07	1-Oct-08
Total Participants	7/1/05 to 6/30/06	7/1/06 to 6/30/07	7/1/07 to 6/30/08
Total Exiters	4/1/05 to 3/31/06	4/1/06 to 3/31/07	4/1/07 to 3/31/08
Employer Customer Satisfaction	1/1/05 to 12/31/05	1/1/06 to 12/31/06	1/1/07 to 12/31/07
Participant Customer Satisfaction	1/1/05 to 12/31/05	1/1/06 to 12/31/06	1/1/07 to 12/31/07
Adult and Dislocated Worker Performance Measures			
Entered Employment Rate	10/1/04 to 9/30/05	10/1/05 to 9/30/06	10/1/06 to 9/30/07
Employment Retention Rate	4/1/04 to 3/31/05	4/1/05 to 3/31/06	4/1/06 to 3/31/07
Six Months Earnings Increase	4/1/04 to 3/31/05	4/1/05 to 3/31/06	4/1/06 to 3/31/07
Employment and Credential Rate	10/1/04 to 9/30/05	10/1/05 to 9/30/06	10/1/06 to 9/30/07
Youth Measures (14-21) Performance Measures			
Placement in Employment or Education	10/1/04 to 9/30/05	10/1/05 to 9/30/06	10/1/06 to 9/30/07
Attainment of Degree or Certificate	10/1/04 to 9/30/05	10/1/05 to 9/30/06	10/1/06 to 9/30/07
Literacy and Numeracy Gains State Reporting Option #1	Partial Data Available ⁽¹⁾	7/1/05 to 6/30/06	7/1/06 to 6/30/07
Literacy and Numeracy Gains State Reporting Option #2		Partial Data Available ⁽²⁾	7/1/06 to 6/30/07

Additional Notes:

- (1) Indicates the reporting schedule for states that begin implementing the Literacy and Numeracy Gains common measure on July 1, 2005. Only partial data will be available on the Annual Report for youth who begin participation in the program during PY 2005, and full annual reporting on this youth participant cohort will not be expected until PY 2006.
- (2) Indicates the reporting schedule for states that begin implementing the Literacy and Numeracy Gains common measure on July 1, 2006. Only partial data will be available on the Annual Report for youth who begin participation in the program during PY 2006, and full annual reporting on this youth participant cohort will not be expected until PY 2007.

TABLE B
Time Periods for Reporting Performance Information
WIA Annual Report

Reporting Item	Time Periods to Be Reported		
	Annual Report PY 2005	Annual Report PY 2006	Annual Report PY 2007
Due Dates	1-Oct-06	1-Oct-07	1-Oct-08
Older Youth (19-21) Performance Measures			
Entered Employment Rate	10/1/04 to 9/30/05	10/1/05 to 9/30/06	10/1/06 to 9/30/07
Employment Retention Rate	4/1/04 to 3/31/05	4/1/05 to 3/31/06	4/1/06 to 3/31/07
Six Months Earnings Increase	4/1/04 to 3/31/05	4/1/05 to 3/31/06	4/1/06 to 3/31/07
Credential Rate	10/1/04 to 9/30/05	10/1/05 to 9/30/06	10/1/06 to 9/30/07
Younger Youth (14-18) Performance Measures			
Skill Attainment Rate	4/1/05 to 3/31/06	4/1/06 to 3/31/07	4/1/07 to 3/31/08
Youth Diploma or Equivalent Rate	4/1/05 to 3/31/06	4/1/06 to 3/31/07	4/1/07 to 3/31/08
Retention Rate	4/1/04 to 3/31/05	4/1/05 to 3/31/06	4/1/06 to 3/31/07
Additional Performance Measures (Adults, Dislocated Workers, Older Youth)			
12-Month Employment Retention Rate	1/1/04 to 12/31/04	1/1/05 to 12/31/05	1/1/06 to 12/31/06
12-Month Earnings Increase or Earnings Replacement	1/1/04 to 12/31/04	1/1/05 to 12/31/05	1/1/06 to 12/31/06
Non-traditional Employment	10/1/04 to 9/30/05	10/1/05 to 9/30/06	10/1/06 to 9/30/07
Wages at Entry to Employment	10/1/04 to 9/30/05	10/1/05 to 9/30/06	10/1/06 to 9/30/07
Training-Related Employment	10/1/04 to 9/30/05	10/1/05 to 9/30/06	10/1/06 to 9/30/07

Additional Notes:

- (1) Indicates the reporting schedule for states that begin implementing the Literacy and Numeracy Gains common measure on July 1, 2005. Only partial data will be available on the Annual Report for youth who begin participation in the program during PY 2005, and full annual reporting on this youth participant cohort will not be expected until PY 2006.
- (2) Indicates the reporting schedule for states that begin implementing the Literacy and Numeracy Gains common measure on July 1, 2006. Only partial data will be available on the Annual Report for youth who begin participation in the program during PY 2006, and full annual reporting on this youth participant cohort will not be expected until PY 2007.

Core Performance Measures that Apply to the Adult, Dislocated Worker, and Youth Funding Streams -

Adult Measures -

Adult Entered Employment Rate – *Of those who are not employed at date of participation:*

The number of adult participants who are employed in the first quarter after the exit quarter divided by the number of adult participants who exit during the quarter.

Adult Employment Retention Rate at Six Months – *Of those who are employed in the first quarter after the exit quarter:*

The number of adult participants who are employed in both the second and the third quarters after exit quarter divided by the number of adult participants who exit during the quarter.

Adult Average Earnings Change in Six Months (Applicable for Program Year (PY) 2005 Only) – *Of those who are employed in the first quarter after the exit quarter:*

Total post-program earnings (earnings in quarter 2 + quarter 3 after the exit quarter) minus pre-program earnings (earnings in quarter 2 + quarter 3 prior to the participation quarter) divided by the number of adult participants who exit during the quarter.

Adult Average Earnings (Effective July 1, 2006) – *Of those who are employed in the first, second and, third quarter after the exit quarter:*

[Total earnings in the second quarter plus total earnings in the third quarter after the exit quarter] divided by the number of adult participants who exit during the quarter.

Adult Employment and Credential/Certificate Rate - *Of those adults who received training services:*

Number of adult participants who were employed in the first quarter after exit and received a credential/certificate by the end of the third quarter after exit divided by the number of adults who exited services during the quarter.

Dislocated Worker Measures –

Dislocated Worker Entered Employment Rate – *Of those who are not employed at the date of participation* – The number of dislocated worker participants who have entered employment by the end of the first quarter after exit quarter divided by the number of dislocated worker participants who exit during the quarter.

Dislocated Worker Employment Retention Rate at Six Months – *Of those who are employed in the first quarter after the exit quarter:*

The number of dislocated worker participants who are employed in both the second and third quarter after the exit quarter divided by the number of dislocated worker participants who exit during the quarter.

Dislocated Worker Earnings Change in Six Months (Applicable for PY 2005 Only) -
Of those dislocated workers who are employed in the first quarter after the exit quarter:
[Total earnings in the second quarter plus total earnings in the third quarter after the exit quarter] minus [total earnings in the second quarter plus total earnings in the third quarter prior to participation] divided by the number of dislocated worker participants who exit during the quarter.

Dislocated Worker Average Earnings (Effective July 1, 2006) – *Of those who are employed in the first, second, and third quarters after the exit quarter:*
[Total earnings in the second quarter plus total earnings in the third quarter after the exit quarter] divided by the number of dislocated worker participants who exit during the quarter.

Dislocated Worker Employment and Credential Rate – *Of dislocated workers who received training services:*
Number of dislocated who were employed in the first quarter after the exit quarter and received a credential/certificate by the end of the third quarter after exit divided by the number of dislocated worker participants who exit during the quarter.

Older Youth (Age 19 – 21) Measures -

Older Youth Entered Employment Rate – *Of those who are either not employed at the date of participation and who are not enrolled in post-secondary education or advanced training/advanced training-occupational skills training in the first quarter after the exit quarter or are employed in the first quarter after the exit quarter:*
Number of older youth participants who are employed in the first quarter after the exit quarter divided by the number of older youth participants who exit during the quarter.

Older Youth Employment Retention Rate at Six Months – *Of those older youth who are employed in the first quarter after the exit quarter and who are either not enrolled in post-secondary education, or advanced training/advanced training occupational skills training in the third quarter after the exit quarter or are employed in the third quarter after the exit quarter:*

Number of older youth participants who are employed in third quarter after the exit quarter divided by the number of older youth participants who exit during the quarter.

Older Youth Average Earnings Change in Six Months – *Of those who are employed in the first quarter after the exit quarter and who are either not enrolled in post-secondary education or advanced training/advanced training-occupational skills in the third quarter after the exit quarter:*
Total post-program earnings [earnings in quarter 2 + quarter 3 after exit] minus pre-program earnings [earnings in quarter 2 + quarter 3 prior to participation] divided by the number of older youth participants who exit during the quarter.

Older Youth Credential/Certificate Rate -

Number of older youth who are in employment, post-secondary education, or advanced training/advanced training-occupational skills training in the first quarter after the exit quarter and received a certificate/credential by the end of the third quarter after the exit quarter divided by the number of older youth participants who exit during the quarter.

Younger Youth (Age 14-18) Measures –

Younger Youth Skill Attainment Rate – *Of all in-school youth and any out-of-school youth assessed to be in need of basic skills, work readiness skills, and/or occupational skills:*

Total number of basic skills goals attained by younger youth plus the number of work readiness skills attained by younger youth plus the number of occupational skills attained by younger youth divided by the total number of basic skills goals plus the number of work readiness skills goals plus the number of occupational goals set.

Younger Youth Diploma or Equivalent Attainment – *Of those who are without a diploma or equivalent at the time of participation:*

Number of younger youth who attained secondary school diploma or equivalent by the end of the first quarter after exit divided by the number of younger youth who exit during the quarter (except those still in secondary school at exit).

Younger Youth Retention Rate -

Number of younger youth found in one of the following categories in the third quarter following exit:

- Post-secondary education
- Advanced Training (replaced with advanced training or occupational skills in PY 2006)
- Employment
- Military Service
- Qualified Apprenticeships

divided by the number of younger youth who exit during the quarter (except those still in secondary school at exit).

Customer Satisfaction Measures –

Participant Satisfaction – The weighted average of participant ratings on each of three questions regarding overall satisfaction are reported on a 0 – 100-point scale. The score is a weighted average, not a percentage. Participants should be contacted within 60 days of the exit date or the date that an exit date has been determined. This means either 60 days after the date of an exit interview or 60 days after the 90 days have elapsed since the last service date.

Employer Satisfaction - The weighted average of employer ratings on each of the three questions regarding overall satisfaction are reported on a 0 – 100-point scale. The score is a weighted average, not a percentage. Those eligible for surveying include employers, who have received service where the service has been completed or, if it is an ongoing service, when a full segment of service has been provided (e.g., after listing an open job order, the employer has received some referrals or if no service, 30 days have lapsed after the initial request). All employers who have received a substantial service involving personal contact with One-Stop staff are eligible to be chosen for inclusion in the random sample (this excludes those employers who request a brochure or standard mailing, those who ask a question that is answered with little expenditure of staff time, or those who use electronic self-services).

For purposes of the measures, the following chart shows the relationship between exit date and when a record will be counted in the measures.

3rd Qtr Prior to Participation ⁽¹⁾	2nd Qtr Prior to Participation ⁽¹⁾	<i>EXIT QUARTER</i>	1st Qtr. After Exit	2nd Qtr. After Exit	3rd Qtr. After Exit
10/1 to 12/31	1/1 to 3/31	7/1 to 9/30	10/1 to 12/31	1/1 to 3/31	4/1 to 6/30
1/1 to 3/31	4/1 to 6/30	10/1 to 12/31	1/1 to 3/31	4/1 to 6/30	7/1 to 9/30
4/1 to 6/30	7/1 to 9/30	1/1 to 3/31	4/1 to 6/30	7/1 to 9/30	10/1 to 12/31
7/1 to 9/30	10/1 to 12/31	4/1 to 6/30	7/1 to 6/30	10/1 to 12/31	1/1 to 3/31

Additional Notes

(1) Applies to the Older Youth Earnings Change in Six Months measure only.

The “exit quarter” represents the calendar quarter in which the date of exit is recorded for the individual and serves as the starting point for the performance measures calculation methodologies. For the credential measures (adults, dislocated workers and older youth) and the younger youth high school diploma or equivalent rate, the credential attainment or diploma or equivalent attainment can occur while the customer is still active in WIA.