

## Attachment F (ETA 9090) (October 1, 2001)

### Revised Instructions and Form for Submission of the WIA Quarterly Summary Report

#### General Instructions

Each State must submit a Quarterly Summary Report to provide DOL with the most recent performance information. This report must be submitted according to the following guidelines:

**\$ Due date.** The report is due 45 days after the end of the report quarter. Due dates for PY 2001 are:

- |   |                   |
|---|-------------------|
| - First Quarter (quarter ending 09/30/01)   | November 14, 2001 |
| - Second Quarter (quarter ended 12/31/2002) | February 14, 2002 |
| - Third Quarter (quarter ended 3/31/2002)   | May 15, 2002      |
| - Fourth Quarter (quarter ended 6/30/2002)  | August 14, 2002   |

**\$ Scope.** The report will contain State aggregate data for individuals served by WIA title I-B, including individuals served by both statewide and local funds. Individuals served with statewide funds should only be included in the quarterly report when they count towards the performance outcomes. (Please note, the Federal Register Notice of April 3, 2000 indicated that National Emergency Grants should be included in the quarterly report. Since this is not correct and is not in accordance with Training and Employment Guidance Letter (TEGL) 7-99 (available on-line at [www.usworkforce.org/resources/accountability.htm](http://www.usworkforce.org/resources/accountability.htm)), please do not include National Emergency Grants in the quarterly report.)

If the activities funded with State 15% reserve funds involve the enrollment of individuals eligible for WIA title I-B services, (i.e., adult, dislocated workers, or youth activities), at the State or local level, the outcomes are included in the performance measurements and must be included in the quarterly report. If the activities are not supporting services for eligible adults, dislocated workers or youth, the outcomes are not included in the report. Examples of such exceptions include activities where:

- S** the State is conducting a statewide activity that does not involve direct services (e.g., research or evaluation); or
- the activity is structured to provide services that are highly specialized, such as in a pilot or demonstration activity for which the State establishes separate, or its own specific, goals not typically addressed in the adult, dislocated worker or youth activities (e.g., the activities support incumbent worker training authorized

under Section 134(a)(3)(A)(iv)(I), or activities for chemically dependent TANF recipients).

**\$ Time period.** To allow for the data collection delay inherent in the WIA performance indicators, the Quarterly Summary Report collects cumulative information for each performance indicator for the most recent periods for which the indicator is available.

For each performance indicator, the State reports the actual cumulative performance (both numerator and denominator) for the most recent data available. Performance indicators are cumulated over two different time periods:

1. Performance indicators that do not use wage records are cumulated over a Program Year (July 1 to June 30). Measures which are not employment-based and not tied to wage records include the younger youth skill attainment rate and diploma or equivalent rate and the two customer satisfaction measures.
2. Performance indicators that use wage records are cumulated during the first quarter of a program year and the last three quarters of the previous program year. Measures that relate to employment as the primary outcome or as a partial outcome and that require the use of the UI wage records as a data source include the adult, dislocated worker and older youth entered employment, retention, earnings, and credential measures and the younger youth retention rate.

Because of the variable lags in the availability of performance information, different performance measures will be cumulated for different numbers of quarters. Table A shows for each report item, the period over which it is to be cumulated and the number of quarters expected to be available for each report (by report quarter).

Because some states may be able to report more quarters than shown in the table, the report form contains a column in which the number of quarters reported is to be indicated.

**\$ Submission.** States must submit the report in an electronic format not later than 45 days after the ending of the quarter.

**\$ Data collection format.** In addition to the value of each performance indicator, the State must report both the numerator and denominator for each performance indicator. This detail is needed so that the information can be aggregated over States to provide national estimates. States will also report the number of quarters included in the cumulative value reported for each indicator.

**Table A**  
**Number of Quarters Included in the Cumulative Values in Quarterly Report**  
**By Outcome and Report Quarter**

Reporting Items	Period Over Which to Cumulate	Report Quarter (Due Date)			
		July-Sep. (11/14)	Oct.-Dec. (2/14)	Jan-Mar. (5/15)	Apr.-Jun. (8/14)
<b>Total Participants</b>	Program Year (Jul. - Jun.)	1	2	3	4
<b>Total Exiters</b>	Program Year (Jul. - Jun.)	4	1	2	3
<b>Employer Customer Satisfaction</b>	Program Year (Jul. - Jun.)	4	1	2	3
<b>Participant Customer Satisfaction</b>	Program Year (Jul. - Jun.)	4	1	2	3
<b>Youth Diploma or Equivalent Rate</b>	Program Year (Jul. - Jun.)	4	1	2	3
<b>Skill Attainment Rate</b>	Program Year (Jul. - Jun.)	1	2	3	4
<b>Entered Employment Rate</b>	Oct.-Sep.	1	2	3	4
<b>Credential and Employment (Adults/Dislocated Workers) or Credential Rates (Older Youth)</b>	Oct.-Sep.	1	2	3	4
<b>Six Months - Retention Rate</b>	Oct.-Sep.	3	4	1	2
<b>Six Months -Earnings Change or Earnings Replacement</b>	Oct.-Sep.	3	4	1	2

Note: Some state may be able to access complete wage records more quickly than assumed in this table. These states should report as many quarters as are available for the measures to be cumulated over the October 1 to September 30 period.

## Reporting of Performance Indicators

Summary definitions of the core performance indicators for youth, adults and dislocated workers and the customer satisfaction indicators are presented in TEGL 7-99 Attachment A. General definitions are presented in Attachment B of the same TEGL. Detailed calculation instructions are presented in Attachment C of TEGL 7-99. Additional information on the customer satisfaction indicators is presented in TEGL 6-00.

## Updates

There is no need to update a quarterly report after its submission. Because cumulative data are being reported, updates will automatically be included in the next quarterly report. Final performance data for each program year should be included in the annual report.

## **DETAILED DEFINITIONS AND INSTRUCTIONS**

**Adults.** Individuals age 18 and over who received services (other than self-service and informational activities) funded with adult program funds.

**Dislocated Workers.** Individuals who meet the WIA definition of dislocated worker and who received services (other than self-service and informational activities) funded with dislocated worker program funds.

**Younger Youth (14-18).** Individuals under age 19 at registration who received youth activities funded by youth program funds.

**Older Youth (19-21).** Individuals age 19 to 21 at registration who received youth activities funded by youth program funds.

### **Report Identifying Information**

**Quarter/PY.** Indicate the number of the quarter (1, 2, 3 or 4) and the program year for which the report is being submitted.

**State.** Indicate the name of the State or jurisdiction.

### **Items to Be Cumulated Over a Program Year**

The first program year to be reported on the quarterly report will be PY 2000 (July 1, 2000 to June 30, 2001).

**Total Participants.** The total number who received WIA services during the program year. This reflects the number of new WIA registrants who received WIA-funded services in the program year and carry-in participants from the previous year. For PY 2000, total participants includes both individuals who registered during the program year and carry-in JTPA. For adults and dislocated workers, individuals who receive core services (other than informational and self-service activities), intensive services or training services must be registered. All youth who receive youth activities must be registered.

**Total Exiters.** The total number of WIA registrants who exited WIA during a program year. Note that information on all exiters in a quarter is not available until 90 days after the end of the quarter

because some exiters may not be identified for up to 90 days after the exit date.) Thus, total exiters for the four quarters of PY 2000 will be reported in the 1<sup>st</sup> quarter PY 2001 report.

**Exiters.** Each individual becomes part of an exit cohort, a group who are determined to be “exiters” within a particular quarter and are looked at together for measurement purposes.

There are two ways to determine exit:

1. a registrant who has a date of case closure, completion or known exit from WIA-funded or non-WIA funded partner service within the quarter (hard exit); or
2. a registrant who does not receive any WIA-funded or non-WIA funded partner service for 90 days and is not scheduled for future services except follow-up services (soft exit).

Registrants who have a planned gap in service of greater than 90 days should not be considered as exited if the gap in service is due to a delay before the beginning of training or a health/medical condition that prevents an individual from participating in services. Service providers should document any gap in service that occurs and provide reason for such a gap in service. Registrants who exit from services because they are incarcerated, deceased or have a health/medical condition that prevents the individual from participating in services, should be excluded from the measures. Once a registrant has not received any WIA-funded or partner services, except follow-up services, for 90 days, and there is no planned gap in service, then that participant has exited WIA for the purposes of measurement in 15 of the 17 core measures (the younger youth skill attainment rate and employer customer satisfaction measures are not based on exit).

The exit date will be the last date of WIA-funded or partner-funded service received (except follow-up services). For a soft exit, the date of exit cannot be determined until 90 days have elapsed from the last date of service. At that point, the exit date recorded is the last date of service. The exit quarter (referred to throughout the definitions of the measures) is the quarter in which the last date of service (except follow-up services) takes place. If a registrant exits WIA and receives future WIA services after exiting, that registrant is treated as a new registrant for purposes of the core measures and will be included in the appropriate measures.

**Customer Satisfaction.** Customer satisfaction must be reported for a program year. The following items are to be reported, separately for employers and participants:

**Number of Completed Surveys.** The number of surveys with valid answers to each of the three required questions. Please note the **response rate** is computed by dividing the number of completed surveys by the number included in the sample.

**Number Eligible for the Customer Satisfaction Survey.** The number of

participants/employers in the group (sample frame) from which the customer sample was drawn. For participants, this is the number of exiters. For employers, it is the number of employers whose service ended. This information is needed to aggregate customer satisfaction over States.

**Number Included in the Sample for the Customer Satisfaction Survey.** The representative subset of participants/employers eligible for the surveys that were selected for interviews. If no sampling is used by the state, the sample size equals the number eligible for the survey.

**Customer Satisfaction Score.** For **participant customer satisfaction**, the index is reported for individuals who exited in a program year. For **employer customer satisfaction**, the index is reported for employers whose service ended in a program year.

**Younger Youth Skill Attainment Rate.** Reported for youth goals that were attained during a program year and youth goals that were not attained and had one-year anniversary dates in the program year.

**Younger Youth Diploma or Equivalent Attainment Rate.** Reported for youth who exited in a program year.

#### **Items to Be Cumulated Over the First Quarter of a Program Year and the Last Three Quarters of the Previous Program Year.**

The following items are to be measured for individuals who exited during the first quarter of a program year and the last three quarters of the previous program year. The first exit group to be reported will be individuals who exited WIA or terminated from JTPA from October 1, 1999 to September 30, 2000. This period will be used for PY 2000 WIA performance calculations even though it contains up to three JTPA quarters.

**Entered Employment Rate.** Reported for adults, dislocated workers and older youth who exited in the first quarter of a program year and the last three quarters of the previous program year.

**Employment And Credential Rate (Adults/Dislocated Workers), Credential Rate (Older Youth).** Reported for individuals who exited in the first quarter of a program year and the last three quarters of the previous program year.

**Six Months Employment Retention Rate/Younger Youth Retention Rate (postsecondary education/advanced training, or placement and retention in military service, employment or qualified apprenticeships).** Reported for adults, dislocated workers, older youth and younger youth who exited in the first quarter of a program year and the last three quarters of the previous program

year. This information should not be included in the report for the 2<sup>nd</sup> quarter of PY 2000 if information is not available for individuals who exited between October 1, 1999 and September 30, 2000.

**Six Months - Earnings Change (Adults/Older Youth), Earnings Replacement (Dislocated Workers).** Reported for adults, dislocated workers, and older youth who exited in the first quarter of a program year and the last three quarters of the previous program year. This information should not be included in the report for the 2<sup>nd</sup> quarter of PY 2000 if information is not available for individuals who exited between October 1, 1999 and September 30, 2000.



<i>Time Period to Cumulate</i>	<i>Performance Items (Cell content format)</i>	<i>Program Group</i>	<i>Number of Quarters Reported</i>	<i>Value</i>	<i>Numerator</i>
					<i>Denominator</i>
<b>October 1 to September 30</b>  <b>October 1 to September 30</b>	Entered Employment Rate (xx.x%) §136(d)(1)	Adults			
		Dislocated Workers			
		Older Youth (19-21)			
	Credential and Employment (Adults/Dislocated Workers) or Credential Rates (Older Youth) (xx.x%) §136(d)(1)	Adults			
		Dislocated Workers			
		Older Youth (19-21)			
	Six Months - Retention Rate (xx.x%) §136(d)(1)	Adults			
		Dislocated Workers			
		Older Youth (19-21)			
		Younger Youth (14-18)			
	Six Months -Earnings Change or Earnings Replacement (\$xxxx) §136(d)(1)	Adults			
		Dislocated Workers			
		Older Youth (19-21)			