

OMB Control Number 1205-0422
Expiration Date: 12/31/2009

APPENDIX A

CS Program Quarterly Performance Report (ETA Form 9084)

This reporting requirement is approved under the Paperwork Reduction Act of 1995, OMB Control No. 1205-0422, expiring 12/31/2009. Persons are not required to respond to this collection of information unless it displays a currently valid OMB number. Public reporting burden for this collection of information is estimated to average 8 hours per quarterly report per grantee, including time for reviewing instructions, searching existing data sources, gathering and reviewing the collection of information. Respondent's obligation to reply is mandatory. The reason for the collection of information is general program oversight, evaluation and performance assessment. Send comments regarding this burden estimate or any other aspect of this collection, including suggestions for reducing this burden, to the U. S. Department of Labor, Employment and Training Administration, Office of Performance and Technology, 200 Constitution Avenue, NW, Room S-5206, Washington, D.C. 20210 (Paperwork Reduction Project 1205-042



**ETA Form 9084 - Comprehensive Services Quarterly Performance Report
(Revised September 2006)**

OMB No. 1205-0422
Expires: 12/31/2009

A. GRANTEE IDENTIFYING INFORMATION			
1. Grantee Name:		2. Grant Number:	
3. Program/Project Name:			
4. Grantee Address:		5. Report Quarter End Date:	
City _____ State _____ Zip Code _____		6. Report Due Date:	
Performance Items	Previous Quarter (A)	Current Quarter (B)	Cumulative 4-Qtr Period (C)
B. CUSTOMER SUMMARY INFORMATION			
1. Total Exiters			
2. Core Services: Self-Services <u>only</u>			
3. Total Participants Served			
4. New Participants Served			
Gender	4a. Male		
	4b. Female		
School Status	4c. In-School, H.S. or less		
	4d. In-School, Post H.S.		
	4e. Not Attending School; H.S. Graduate		
	4f. Not Attending School; H.S. Dropout		
Other Demographics	4g. Offender/Criminal Justice Barrier		
	4h. Individuals with a Disability		
	4i. Public Assistance Recipient		
	4j. Basic Skills Deficiency		
	4k. Limited English Proficient		
	4l. Eligible Veterans		
	4m. Homeless		
	4n. Long-term Unemployed		
4o. Multiple Barriers			
C. CUSTOMER SERVICES AND ACTIVITIES			
1. Core Services Requiring Registration			
2. Intensive Services			
2a. Work Experience			
3. Training Services			
3a. CRT: Basic Skills or Literacy Activities			
3b. CRT: Occupational Skills Training			
3c. On-the-Job Training			
3d. Entrepreneurial and Small Business Training			
3e. Other Training Services			
D. PERFORMANCE RESULTS			
Outcome			
(Cumulative 4-Quarter Results Tabulated for Exit Cohort Shown)		Value	Value
		numerator denominator	numerator denominator
1. Entered Employment Rate <i>mmddyyyy - mmddyyyy</i>			
2. Retention Rate <i>mmddyyyy - mmddyyyy</i>			
3. Average Earnings <i>mmddyyyy - mmddyyyy</i>			
E. REPORT CERTIFICATION/ADDITIONAL COMMENTS			
1. Report Comments/Narrative:			
2. Name of Grantee Certifying Official/Title:		3. Telephone Number:	4. Email Address:

Instructions for Completing the CS Program Quarterly Performance Report

Section A. Grantee Identifying Information

- A.1 **Grantee Name** – Enter the grantee name as it appears on the appropriate Notice of Obligation (NOO) or equivalent official document from the U.S. Department of Labor.
- A.2 **Grant Number** – Enter the grant number as it appears on the appropriate NOO or equivalent official document from the U.S. Department of Labor.
- A.3 **Program/Project Name** – Enter the name of the CS program or project.
- A.4 **Grantee Address** – Enter the mailing address as it appears on the appropriate NOO or equivalent official document from the U.S. Department of Labor.
- A.5 **Report Quarter End Date** – Enter the last month, day, and year (*mm/dd/yyyy*) of the quarter on which the report is being prepared. For example, if the report is being prepared for the quarter ending September 30th, 2006, the Report Quarter End Date format should be represented as 09/30/2006.
- A.6 **Report Due Date** – Enter the month, day, and year (*mm/dd/yyyy*) on which the report is due to the Department. For example, if the report is being prepared for the quarter ending 09/30/2006, the Report Due Date format should be represented as 11/14/2006.

Section B. Participant Summary Information

This section collects information on the number of current participants (including new and carried-over participants) and information on those participants who exit the CS program during the reporting period. Socio-economic characteristics of new participants contained in this section should be based on information collected from the individual at the time of participation in the CS program. Grantees are required to certify and submit results for both the current quarter (**Column B**) and cumulative totals for the most recent four-quarter reporting period (**Column C**). For all data collection items contained within this section, the data format is *Integer* with a maximum field length of *6-digits*.

- B.1 **Total Exitors** – Enter the total number of participants who exit from the program during the reporting period. Exit from the program occurs when a participant has not received any services funded by the program or a partner program for 90 consecutive calendar days and has no gap in service and is not scheduled for future services. The date of exit is applied retroactively to the last day on which the individual received a service funded by the program or a partner program.
- B.2 **Core Services: Self-Services only** – Enter the total number of individuals who received self-services during the reporting period. As defined in WIA regulations §666.140, self-services are those core services that are made available and accessible to the general public, that are designed to inform and educate individuals about the labor market and their employment strengths and weaknesses, and that do not require significant staff involvement with the individual in terms of resources or time. ETA views self-services as occurring when

individuals serve themselves. Such individuals are not considered to be Section 166 participants (see the definition of Participant, below).

- B.3 **Total Participants Served** – Enter the total number of individuals (including new and carried-over) who received a service or, if it is an ongoing activity, are continuing to receive services under the program during the reporting period. A participant is any individual who is determined eligible to participate in the program and receives a service funded by the program. Participant counts do not include individuals who only receive a determination of eligibility to participate in the program or those who are self-services customers.
- B.4 **New Participants Served** – Enter the total number of individuals who, following a determination of eligibility, began receiving a first service funded by the program during the reporting period.
- B.4a **Male** – Enter the total number of new participants whose gender is male.
- B.4b **Female** – Enter the total number of new participants whose gender is female.
- B.4c **In-School, H.S. or less** – Enter the total number of new participants who have not received a secondary school diploma or its recognized equivalent and are attending any secondary school (including elementary, intermediate, junior high school, whether full or part-time, and alternative school), or are between school terms and intend to return to school.
- B.4d **In-School, Post H.S.** – Enter the total number of new participants who have received a secondary school diploma or its recognized equivalent and are attending a post-secondary school or program (whether full or part-time), or are between school terms and intend to return to school.
- B.4e **Not Attending School; H.S. Graduate** – Enter the total number of new participants who are not attending any school and have either graduated from high school or hold a GED.
- B.4f **Not Attending School; H.S. Dropout** – Enter the total number of new participants who are no longer attending any school and have not received a secondary school diploma or its recognized equivalent.
- B.4g **Offender/Criminal Justice Barrier** – Enter the total number of new participants who either (a) are or have been subject to any stage of the criminal justice process for committing a status offense or delinquent act, or (b) require assistance in overcoming barriers to employment resulting from a record of arrest or conviction for committing delinquent acts, such as crimes against persons, crimes against property, status offenses, or other crimes.
- B.4h **Individuals with a Disability** – Enter the total number of new participants who indicate they have any “disability,” as defined in Section 3(2)(a) of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102). Under that definition, a “disability” is a physical or mental impairment that substantially limits one or more of the person’s major life activities. (For definitions and examples of “physical or mental impairment” and “major life activities,” see paragraphs (1) and (2) of the definition of the term “disability” in 29 CFR 37.4, the definition section of the WIA non-discrimination regulations.)
- B.4i **Public Assistance Recipient** – Enter the total number of new participants who were receiving cash assistance or other support services from one of the following sources: Temporary Assistance for Needy Families, Food Stamp Assistance, General Assistance (GA)

(State/local government), Refugee Cash Assistance (RCA), and Supplemental Security Income (SSI-SSA Title XVI), Supplemental Security Disability Insurance, Veterans Benefits, Foster Child Payments, USDA's Commodity Supplemental Food Program (CSFP), Department of Interior's, Bureau of Indian Affairs, General Assistance or Tribal Work Experience Program (TWEP).

- B.4j **Basic Skills Deficiency** - Enter the total number of new participants who either (a) compute or solve problems, reads, writes or speaks English (Spanish in Puerto Rico) at or below grade level 8.9; or (b) are unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual's family or in society. A determination of basic skills deficiency must be based on a generally accepted standardized testing instrument or a comparable score on a criterion-referenced test.
- B.4k **Limited English Proficient** - Enter the total number of new participants who have limited ability in speaking, reading, writing or understanding the English language and (a) whose native language is a language other than English, or (b) who live in a family or community environment where a language other than English is the dominant language.
- B.4l **Eligible Veterans** - Enter the total number of new participants who met one of the following conditions as a veteran:
1. Is a person who served on active duty for a period of more than 180 days and was discharged or released with other than a dishonorable discharge; or was discharged or released because of a service connected disability; or as a member of a reserve component under an order to active duty pursuant to section 167 (a), (d), or, (g), 673 (a) of Title 10, U.S.C., served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge; or
 2. Is a person who is (a) the spouse of any person who died on active duty or of a service-connected disability, (b) the spouse of any member of the Armed Forces serving on active duty who at the time of application for assistance under this part, is listed, pursuant to 38 U.S.C. 101 and the regulations issued thereunder, by the Secretary concerned, in one or more of the following categories and has been so listed for more than 90 days: (i) missing in action; (ii) captured in the line of duty by a hostile force; or (iii) forcibly detained or interned in the line of duty by a foreign government or power; or (c) the spouse of any person who has a total disability permanent in nature resulting from a service-connected disability or the spouse of a veteran who died while a disability so evaluated was in existence.
- B.4m **Homeless** - Enter the total number of new participants who lack a fixed, regular, adequate night time residence. This definition includes any individual who has a primary night time residence that is a publicly or privately operated shelter for temporary accommodation; an institution providing temporary residence for individuals intended to be institutionalized; or a public or private place not designated for or ordinarily used as a regular sleeping accommodation for human beings. This definition does not include an individual imprisoned or detained under an Act of Congress or State law. An individual who may be sleeping in a temporary accommodation while away from home should not, as a result of that alone, be recorded as homeless.

- B.4n **Long-term Unemployed** - Enter the total number of new participants who are (1) unemployed at the time of participation in the program; (2) have been unemployed for any 15 or more of the 26 weeks immediately prior to participation in the program; and (3) have made specific efforts to find a job throughout the period of unemployment
- B.4o **Multiple Barriers** - Enter the total number of new participants who have any two or more of the following barriers to employment: public assistance recipient, basic skills deficient, offender, limited-English proficient, lacks significant work history, homeless, low income, single head of household with dependent children, disability, substance abuse, or displaced homemaker.

Section C. Program Services and Activities

This section collects information on the number of current participants (including new and carried-over participants) who received or, if it is an ongoing activity, are continuing to receive one or more of the allowable services/activities under the CS program. Grantees are only required to report the total number of participants who received one or more of the reference program activities below. Grantees are required to certify and submit results for both the current quarter (**Column B**) and cumulative totals for the most recent four-quarter reporting period (**Column C**). For all data collection items contained within this section, the data format is *Integer* with a maximum field length of *6-digits*.

- C.1 **Core Services Requiring Registration** - Enter the total number of participants who received one or more core services during the reporting period. Allowable core services are defined in WIA regulations §668.340(b) and include, for example, outreach, intake, orientation to services, initial assessment of skill levels, aptitudes, abilities and supportive service needs, eligibility certification or assistance in establishing eligibility for financial assistance for training, job search and placement assistance, and career counseling.
- C.2 **Intensive Services** - Enter the total number of participants who received one or more intensive services during the reporting period. Allowable intensive services are defined in WIA regulations §668.340(c) and include, for example, comprehensive and specialized testing and assessment, development of an individual employment plan, group or individual counseling, short-term pre-vocational services, work experience, tryout employment, dropout prevention activities, and other services identified in the approved Two-Year Plan.
- C.2a **Work Experience** - Of those participants who received one or more intensive services during the reporting period (previously entered under C.2), enter the total number of participants who, during the reporting period, were assigned to a short-term or part-time work assignment providing them the opportunity to gain the skills and knowledge necessary to perform a job, including work habits and behaviors.
- C.3 **Training Services** - Enter the total number of participants who received one or more training services during the reporting period. Allowable training services are defined in WIA regulations §668.340(d) and include, for example, occupational skills training, on-the-job training, skill upgrading and retraining, entrepreneurial and small business development technical assistance and training, job readiness training, adult basic education (including English-as-a-Second Language), customized training, and educational and tuition assistance.

- C.3a **CRT: Basic Skills or Literacy Activities** – Of those participants who received one or more training services during the reporting period (previously entered under C.3), enter the total number of participants who received remedial education, including Adult Basic Education (ABE), basic literacy or GED training classes, or English-as-a-second-language (ESL) training programs. Basic skills training or other literacy activities may be provided alone or in combination with other intensive or training services.
- C.3b **CRT: Occupational Skills Training** – Of those participants who received one or more training services during the reporting period (previously entered under C.3), enter the total number of participants who received occupational skills training. Occupational skills training includes training ordinarily conducted in an institutional setting and is designed to provide individuals with technical skills and ability required to perform a specific job or group of jobs (e.g., community college, vocational technical school).
- C.3c **On-the-Job Training** – Of those participants who received one or more training services during the reporting period (previously entered under C.3), enter the total number of participants who received On-the-Job Training (OJT) as referenced in the WIA statute. OJT includes training by an employer that is provided to a paid participant while engaged in productive work in a job that (a) provides knowledge or skills essential to the full and adequate performance of the job, (b) provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training and additional supervision related to the training, and (c) is limited in duration appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant as appropriate.
- C.3d **Entrepreneurial and Small Business Training** – Of those participants who received one or more training services during the reporting period (previously entered under C.3), enter the total number of participants who were receiving entrepreneurial and small business training.
- C.3e **Other Training Services** – Of those participants who received one or more training services during the reporting period (previously entered under C.3), enter the total number of participants who received any other training service not included in C.3a through C.3d above. This includes programs that combine workplace training with related instruction, which may include cooperative education programs, skill upgrading and retraining, job readiness training, customized training, and education/tuition assistance.

Section D. Performance Results

USDOL/ETA will utilize the *Standardized Participant Record Data* (SPIR) described in **Appendix B** to calculate performance results, on behalf of the grantees, for the comprehensive services program common measures: entered employment, employment retention, and six months average earnings. It will do so by accessing Unemployment Insurance wage record data, as well as data from other sources. However, in submitting their 9084, grantees should complete Section D using the supplemental data that the grantee has collected on its own. Only the numerator and denominator of each measure needs to be reported, as ETA will automatically calculate the performance rate based on this information (and will recompute these results based on matching carried out using the SPIR). Note that, in keeping with Training Employment Guidance Letter (TEGL) 17-05, supplemental data reported by the grantee in the SPIR will be used along with other sources to measure the grantee's performance on the Entered Employment Rate and the Retention Rate, but only wage records will be

used in measuring Average Earnings for purposes of determining whether the grantee met its performance requirements (see TEGL 17-05 for details).

The specific measures may be summarized as follows:

- D.1 **Entered Employment Rate** – *Of those who are not employed at the date of participation, the number of participants who are employed in the first quarter after the exit quarter divided by the number of participants who exit during the quarter.*
- D.2 **Retention Rate** – *Of those who are employed in the first quarter after the exit quarter, the number of participants who are employed in both the second and third quarters after the exit quarter divided by the number of participants who exit during the quarter.*
- D.1 **Average Earnings** – *Of those participants 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 who exit during the quarter.*

Section E. Report Certification/Additional Comments

- E.1 **Report Comments/Narrative** – Grantees may include additional information not captured as part of the report format or attach an electronic document that describes innovative service delivery strategies, progress on measures of program accomplishments (as outlined above in Section D. Performance Results), or how customers have been impacted in a positive way by the CS program.
- E.2 **Name of Grantee Certifying Official/Title** – Enter the name and title of the grantee official that is certifying submission of the report to the Department.
- E.3 **Telephone Number** – Enter the area code (999) and telephone number (999-9999) of the authorized official.
- E.4 **Email Address** – Enter the email address of the authorized official.

Column Specifications

Col. A **Previous Quarter** – Grantees should leave this column blank when submitting their 9084. Information for this column will be completed by ETA using data that the grantee had submitted in prior quarters.

Col. B **Current Quarter** – Data in this column represents information that has most recently become available as of the quarter just ending. Due to the time lags implied in measuring exits and outcomes, those individuals tabulated in a given row in this column will not always refer to those who participated in the quarter just ending. Specifically:

Total Exitors (row B.1). Due to the need to wait 90 days to verify that no subsequent service will be provided, the Current Quarter results for this row will represent the count of those who exited in the quarter prior to the quarter just ended. Thus, for example, for the report quarter ending September 30, 2007, total exitors will represent those who exited anytime from April 1, 2007 through June 30, 2007.

Entered Employment Rate (row D.1). Because this outcome is measured in the first quarter after the exit quarter, and due to the planned reliance on Unemployment Wage records, the Current Quarter results for this row will represent the applicable numerator and denominator for those who exited in the third quarter prior to the quarter just ended. Thus, for example, for the report quarter ending September 30, 2007, tabulations for the Entered Employment Rate will represent results for those who exited during the period October 1, 2006 through December 31, 2006. (Note: the mm/dd/yyyy shown in the row heading represents the exit cohort whose results are tabulated for the cumulative four-quarter period. The final quarter in this four-quarter date range represents the results to be tabulated for the Current Quarter.)

Retention Rate and Average Earnings (rows D.2 and D.3). Because these outcomes are measured in the second and third quarters after the exit quarter, and due to the planned reliance on Unemployment Wage records, the Current Quarter results for these rows will represent the applicable outcomes for those who exited in the fifth quarter prior to the quarter just ended. Thus, for the report quarter ending September 30, 2007, tabulations for these two outcomes will represent results for those who exited during the period April 1, 2006 through June 30, 2006. (Note: the mm/dd/yyyy shown the row heading represents the exit cohort whose results are tabulated for the cumulative four-quarter period. The final quarter in this four-quarter date range represents the results to be tabulated for the Current Quarter.)

All remaining rows for the Current Quarter column, providing counts of participant characteristics and services, will be based on those who participated in the quarter just ending.

Col. C **Cumulative 4-Qtr Period** – Data in this column represents information reported for the Current Quarter (Col. B) and the three preceding quarters.