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UNITED STATES DEPARTMENT OF LABOR

Division of Older Worker Programs

SCSEP

Quarterly Progress

Report Handbook

SCSEP Quarterly Progress Report Handbook

I. Introduction

The Quarterly Progress Report has been used to report SCSEP performance for the last 30 years. It was extensively revised effective July 1, 2004, to report both the new SCSEP performance measures required by the Older Americans Act amendments of 2000, the SCSEP Final Rule, and Older Worker Bulletin 04-06; and many of the new data elements captured by the SCSEP Data Collection System. The QPR was revised again effective July 1, 2005, to reflect a change in one of the performance measures and to report a few additional data elements that will be captured in SPARQ 2.0, the Internet-based version of the Data Collection System.

The QPR is produced for all levels of the SCSEP system: nationwide, grantee-level, sub-grantee level, and by states for the national grantees. There is a separate QPR for those grantees that administer the Section 502(e) program, which is produced at the grantee and nationwide levels. Although the QPR is the official reporting mechanism for SCSEP, it is not the only tool for managing performance. Furthermore, while the QPR can identify potential performance issues, it rarely is sufficient by itself to tell you the cause of the problem or how to fix it. For that, you will need to consult other sources. Version 2.1 of the DCS currently provides grantees and sub-grantees a variety of management reports. These reports will be significantly enhanced in SPARQ 2.0. In most cases, when the QPR suggests that you are having a problem with a measure, the management reports will provide you the detailed information you need to analyze the problem. In addition, all levels of the SCSEP system receive customer satisfaction reports that provide customer evaluations of the services they have received and offer guidance for program improvement.

This Handbook is designed to provide SCSEP practitioners a plain-language explanation of the performance measures and data elements reported in the QPR, along with practical suggestions for how they can be used to manage operations and improve performance. It is not intended as a technical explanation. The complete specifications are posted at the Mathematica web site: <http://SCSEP.Mathematica-MPR.com>.

Effective the first quarter of PY 2005, the QPR has five sections. Sections A-D contain information about the grant, customer flow, community service assignments, and participant characteristics. The performance measures are reported in Section E. Section F, which previously reported Section 502(e) program activity, has been deleted because there is now a separate QPR for the Section 502(e) program. SCSEP program grantees that co-enroll participants in the Section 502(e) program will still receive outcome credit in Section E of the main SCSEP QPR.

A participant can have multiple enrollments, often referred to as participations. Participations are distinguished by a combination of Social Security number and application date. In most instances, the QPR uses participations, not participants, as the unit of analysis. The QPR usually counts active participants, meaning those who were active at any time during the reporting period. This includes participants who were active

before the reporting period and remained so during the entire reporting period; those who enrolled in the program during the reporting period and remained active during the remainder of the reporting period; and those who became active either before or during the reporting period and who exited during the reporting period. In a few instances, the QPR reports only those active on the last day of the reporting period. Those instances are noted in the description of the QPR measure or element.

There are five QPRs in each program year: one for each quarter and the Final QPR, which is the official report of performance for the program year. Each QPR uses three different reporting timeframes: current quarter, program year-to-date, and last four quarters (sometimes referred to as rolling four quarters). Nearly all of the elements in Sections B and C use current quarter and year-to-date. Nearly all of the elements and measures in Sections D and E also use the last four quarters. The three time periods provide a comprehensive picture of performance. Quarterly tells you how you have done in the most recent three-month period. Year-to-date looks at performance during this program year only. It is most useful for monitoring how you will be evaluated at the end of the program year when the Final QPR is generated. During the early quarters of the program year, year-to-date does not provide a sufficient timeframe to show trends. Therefore, the last four quarters are shown so that you can see the direction in which performance is heading over an entire 12-month period. This is critical for managing performance. For example, in the second quarter QPR, a program may be meeting its goal on the placement measure for the current quarter and year-to-date. However, the last four quarters show that placement has steadily declined from 35%, to 33% to 31% to 30%. The trend suggests that unless corrective action is taken, placement may continue to deteriorate and that the Final QPR may show placement under 30%.

II. Section A. Grantee Information

A. GRANTEE INFORMATION		
1a. Grantee: 1b. Sub-Grantee:	2. Grant Number:	OMB Approval No.: 1205-0040 Expiration Date: 06/30/07
3a. Report Period Ending: _____ (MM/DD/YYYY)	3b. Program Year(s): _____	4. Number of Authorized Positions:

Description. This section contains identifying information about the grantee and sub-grantee. All of the data are provided by DOWP and stored in the database for QPR processing.

Element A4. Number of Authorized Positions. This is the official number of authorized slots. DOWP depends on grantees to provide the national office the number of slots assigned to each sub-grantee. If the grantee does not keep this information current, the sub-grantee QPRs will be inaccurate and will not contain the placement rate and service level at all. The official slots are used in Section B for calculating vacancies. For placement rate (E1) and service level (E2), SPARQ uses modified slots rather than

authorized slots. Modified slots, which are based on higher state minimum wages, are not separately reported in the QPR.

III. Section B. Participation Levels

B. PARTICIPATION LEVELS				
1. Carried Over from the Previous Program Year:	2. New Participants:	3. Total Exits:	4. Current Participants:	5a. Vacancies:
	Q _____ YTD _____	Q _____ YTD _____		5b. Rejected Records:
6. Number of Persons on Waiting List:	7. Co-Enrollments:			
	a. Total co-enrollments:	Q _____	YTD _____	
	b. Section 502(e) co-enrollments:	Q _____	YTD _____	
8a. Exits Due to Unsubsidized Employment:	8b. Other Reasons for Exit:	9a. Transferred Into Project:	9c. Change of Sub-Grantee Into Project:	10a. Regular Placements:
Q _____ YTD _____	Q _____ YTD _____	Q _____ YTD _____	Q _____ YTD _____	Q _____ YTD _____
8a1. Average starting wage:	8c. Exclusions:	9b. Transferred Out of Project:	9d. Change of Sub-Grantee Out of Project:	10b. OJE Placements:
Q _____ L4Q _____	Q _____ YTD _____	Q _____ YTD _____	Q _____ YTD _____	Q _____ YTD _____
8a2. Percent of placements with benefits:				10c. 502(e) Placements:
Q _____ L4Q _____				Q _____ YTD _____
11a. Non-SCSEP-Eligible Placements:		11b. Non-Qualifying Placements:		12. Number of Hours of Training:
Q _____ YTD _____		Q _____ YTD _____		Q _____ YTD _____

Description. This section displays customer flow and placement information. For year-to-date, elements B1-B4 should always balance: carried over participants plus new participants minus exiters should equal current participants. Element B5a shows authorized positions minus current participants. A negative number is displayed as 0. Element B5b is the number of records rejected by SPARQ and not included in the QPR. Elements B8a-B8c show exit reason at the time of exit. Elements B9a-B9d display movement of participants into or out of the project due to transfers or the change of sub-grantee. Elements B10a-B10c report placements that have been achieved. Elements B11a and B11b show unofficial placements (placements of non-eligible applicants or placements that have not achieved 30 days) that do not count toward the placement goal. Element B12 reports the number of hours of paid training.

Element B1. Carried Over from the Previous Program Year. This is the number of participants who were active, i.e., had an assignment date but no exit date, at the start of the program year.

Element B2. New Participants. This is the number of participants who first become active, i.e., have an assignment date, in the reporting period. This includes anyone who re-enrolls in the reporting period but not anyone counted in element B1.

Element B3. Total Exits. This includes everyone who exited; i.e., had an exit reason and an exit date, within the reporting period. It includes all true exits in field 6 of the Exit Form and non-exit reasons for closing the record (new fields 6a(2) and 6a(3), except withdrew application (new field 6a(1)).

Element B4. Current Participants. This is the number of active participants, i.e., those with an assignment date but no exit date, on the last day of the reporting period. It is always year-to-date. For year-to-date, element B1 plus element B2 minus element B3 equal element B4.

Element B5a. Vacancies. This is the number of authorized positions (element A4) minus the number of current participants (element B4) minus the number of rejected records (element B5b). If the number is negative, it is expressed as 0.

Element B5b. Rejected Records. This is the number of participants not included in the QPR. Because only data quality issues affecting eligibility or performance cause a record to be rejected, a high rejection rate may render your QPR unreliable. This number may be higher than the number of rejection messages in the DQR because a single participant can have a record rejected for multiple reasons.

Element B6. Number of Persons on Waiting List. This is the number of applicants on the waiting list on the last day of the reporting period. It includes all applicants who have been determined eligible, have not withdrawn their applications, and have not yet been assigned to community service. Since this measure excludes those who have been assigned, it is not a count of all applicants who have been placed on the waiting list since the start of the program year.

Element B7a. Total Co-enrollments. This is the count of all participants who have been co-enrolled in any other program, including the Section 502(e) program.

Element B7b. Section 502(e) Co-enrollments. This is the count of all participants who have been co-enrolled in the Section 502(e) program. It is a subset of element B7a.

Element B8a. Exits Due to Unsubsidized Employment. This is a count of all participants who exited during the reporting period where field 5 of the Exit Form lists unsubsidized employment as the reason for exit. Elements B8a, B8b, and B8c are unrelated to the performance measures. They report the reasons for exit at the time of exit, not the ultimate outcome. Participants who exited for unsubsidized employment and are

included in element B8a may not achieve a placement and may not be included in measure E1. Conversely, participants who exit for personal reasons and are included in element B8b may subsequently obtain unsubsidized employment and be included in measure E1.

Element 8a1. Average starting wage. This is the average starting wage of all participants who started unsubsidized employment. It includes all unsubsidized employment for those participants who have had more than one job regardless of whether they achieved a placement.

Element 8a2. Percent of placements with benefits. This is the percentage of unsubsidized employments that provided one or more fringe benefit regardless of whether the participant achieved placement in that employment. It includes all unsubsidized employment for those with multiple jobs.

Element 8b. Other Reasons for Exit. This is a count of all participants who exited during the reporting period where field 6 of the Exit Form lists a reason other than unsubsidized employment: 6(a)-6(e). It includes only true exits and excludes non-exit reasons for closing the record (new field 6a of the Exit Form.) It does not include reasons for exit that constitute an exclusion from the performance measures. See element 8c.

Element 8c. Exclusions. This is a count of all participants who exited during the reporting period where field 6 the Exit Form lists a reason other than unsubsidized employment that constitutes an exclusion from the performance measures: 6(g)-6(j).

Element 9a. Transferred into Project. This is a count of all participants who transferred into the project from another grantee. It is based on field 16a of the Participant Form. This element will not be reported until SPARQ 2.0 is implemented.

Element 9b. Transferred Out of Project. This is a count of all participants who transferred out of the project into another grantee. It is based on new field 6a(2) (old field 6(e)) of the Exit Form. This element will not be reported until SPARQ 2.0 is implemented.

Element 9c. Change of Sub-grantee into Project. This is a count of all participants who entered the project from another sub-grantee within the same grantee. It is based on field 16b of the Participant Form. This element will not be reported until SPARQ 2.0 is implemented.

Element 9d. Change of Sub-grantee Out of Project. This is a count of all participants who have left the project for another sub-grantee within the same grantee. It is based on field 6a(3) of the Exit Form. This element will not be reported until SPARQ 2.0 is implemented.

Element 10a. Regular Placements. This is a count of all successful placements based on field 26(d) of the Unsubsidized Employment Form. It includes Section 502(e) program

placements where the participant was co-enrolled with another project (field 40(f) of the Participant Form but not where the participant was co-enrolled with the same project (field 40(e)).

Element 10b. OJE Placements. This is a subset of regular placements. It includes all placements where OJE was indicated in field 20 of the Community Service Assignment Form and field 8 of the Unsubsidized Employment Form.

Element 11c. 502(e) Placements. This is a count of placements where the participant was co-enrolled with the same program (field 40(e) of the Participant Form). These placements are not included in the placement rate, measure E1.

Element 11a. Non-SCSEP Eligible Placements. This is a count of ineligible applicants who were placed into employment pursuant to an MOU based upon field 36(d) of the Participant Form. These placements are not included in the placement rate, measure E1.

Element 11b. Non-qualifying Placements. This is a count of all unsubsidized employments where the participant did not ultimately achieve a successful placement with some employer. It can include multiple jobs for the same participant.

Element 12. Number of Hours of Training. This is the total of all paid training hours reported during the reporting period.

Use. Section B of the QPR contains two kinds of information: customer flow and outcomes. The outcomes are reported in raw numbers without relation to the grantee's goals. This section of the QPR, when used in conjunction with the performance measures in Section E and the management reports, is extremely valuable for helping grantees and sub-grantees manage day-to-day operations and predict performance.

Elements B1 through B5a provide an important view of customer flow and turnover. In order to reach the desired service level, grantees must exit and enroll sufficient participants. If the service level and count of current participants are not where they should be for the reporting period, this will likely be reflected in a low exit rate.

Element B5a is a critical indicator of the quality of your data. If the number of rejected records is 10% or more of the total number of records submitted and rejected, the data are not sufficiently reliable to be used for baseline purposes. The data are still extremely useful for management purposes, but a rejection rate of 10% or more tells you that you must pay serious attention to the quality of your data. In SPARQ 2.0, you will be able to see the rejection messages for each record as you enter the data. You will not have to wait until you have run the QPR and DQR to determine where the errors are. Consequently, you should be able to keep your rejection rate close to zero.

Element B6 tells you the number of applicants still on the waiting list. The management report and grid view will tell you who these applicants are and what their characteristics

are. You can use this information to evaluate how effective your recruitment efforts are and to decide which priority and preference candidates to enroll.

Elements B8, B10, and B11 begin to tell you a complete story about exits, placements, and the quality of the jobs into which participants are placed. Elements B8a, B8b, and B8c show the reasons for exit. While nearly all exits can result in a successful placement, participants who exit for unsubsidized employment are more likely to achieve success. You will want to watch the ratio between element B8a and element B8b, knowing that element B8c does not count at all in the performance measures. You can use the management reports to look at all exiters and see which of the participants who exited for other reasons might have been candidates for placement if approached differently or might still be candidates if their personal circumstances change.

You can compare elements B10a and B11b against element 8a to see what the success rate is for exits due to unsubsidized employment. Finally, you can use elements B8a1 and B8a2 to evaluate the quality of the jobs into which you are placing participants. You can also use the management reports to look at the effect of starting wage and benefits on both placement and retention. You can do a similar analysis of the effect of hours of paid training, which are totaled in element B12, on placement and retention.

IV. Section C. Community Service Assignments

C. COMMUNITY SERVICE ASSIGNMENTS	Q	YTD
1. Number of participants providing service to the general community		
2. Total number of hours worked in service to the general community		
3. Number of participants providing service to the elderly community		
4. Total number of hours worked in service to the elderly community		
5. Total number of participants providing community service		
6. Total number of hours worked in community service		

Description. This section of the QPR summarizes community service activity by combining community service assignment codes 1-14 and 15-28 (field 17 of the Community Service Assignment Form) into service to the general community (elements C1 and C2) and service to the elderly community (elements C3 and C4), and then combining these two broad categories into the general category of community service (elements C5 and C6).

Community service is reported both by the total number of hours worked (field 19 of the Community Service Assignment Form minus field 21) for all community service assignments that were active at any time during the reporting period and by the number of participants who were active in an assignment during the reporting period. A

participant can have more than one active assignment in the reporting period but the assignments cannot overlap.

Use. This summary information about the amount of community service performed is primarily for reporting to stakeholders on the impact of SCSEP. It has no management purpose. The community service measure itself is being reconsidered and is currently reported in measure E3 as the total number of hours of community service (element C6). Until such time as the measure is redefined, this measure is for informational purposes only.

V. Section D. Participant Characteristics

D. PARTICIPANT CHARACTERISTICS							
		Q No.	Q %	YTD No.	YTD %	L4Q No.	L4Q %
Gender	1. Male						
	2. Female						
Age	3. 55-59						
	4. 60-64						
	5. 65-69						
	6. 70-74						
	7. 75 & over						
Ethnicity	8. Hispanic , Latino, or Spanish origin						
Race	9. American Indian or Alaska Native						
	10. Asian						
	11. Black or African American						
	12. Native Hawaiian or Pacific Islander						
	13. White						
Education	14. 8 th grade & under						
	15. 9 th grade – 11 th grade						
	16. High School diploma or equivalent						
	17. 1 – 3 years college						
	18. Post-secondary certificate						
	19. Associate's degree						
	20. Bachelor's degree or equivalent						
	21. Some graduate school						
	22. Master's degree						
	23. Doctoral degree						

D. PARTICIPANT CHARACTERISTICS							
		Q No.	Q %	YTD No.	YTD %	L4Q No.	L4Q %
Additional Measures	24. Family income at or below the poverty level						
	25. Individuals with disabilities						
	26. Individuals with limited English proficiency						
	27. Individuals with literacy deficiency						
	28. Individuals with cultural, social, or geographic isolation						
	29. Individuals with poor employment history or prospects						
	30. Individuals with other social barriers						
	31. Individuals over the age of 60						
	32. Homeless individuals						
	33. Displaced homemakers						
	34. Veterans (or spouses)						
	35. Individuals receiving public assistance						

Description. This section reports all participant characteristics from the Participant Form, including in the last sub-section entitled Additional Measures, priorities, preferences, and components of the most in need measure (measure E5). Age and education have been grouped into standard demographic categories. For each characteristic, both the number and percent of active participants represented by that number are displayed.

Characteristics are determined at the time of enrollment. Age is calculated from the date of the eligibility determination (until SPARQ 2.0 is implemented, it is calculated from the application date), and none of the other characteristics are permitted to be updated in the data system after the determination of eligibility.

Use. The information here is important for understanding the composition of your applicant pool. It can provide insight into the strengths and needs of your participants, and it will help you monitor your progress toward the most in need goal. If your performance on this measure is not what you desire, Section D will tell you whether you are enrolling sufficient numbers of participants 60 and over and individuals with barriers to employment. The information in this section will also allow you to monitor your compliance with SCSEP priorities and preferences.

All of this information is also available by individual participant in the grid views of the management reports. These views will let you examine and compare characteristics of eligible and ineligible applicants; applicants on the waiting list; participants who exited for employment and those who exited for other reasons; and participants who achieved placement or retention and those who did not.

VI. Section E. Performance Measures and Related Reporting Requirements

E. PERFORMANCE MEASURES AND RELATED REPORTING REQUIREMENTS					
PERFORMANCE MEASURE	DESCRIPTION	GOAL	Q RATE	YTD RATE	L4Q RATE
1. SCSEP Placement Rate	The number of participants whose placement into unsubsidized employment became final during the reporting period divided by the total number of authorized community service positions				
2. Service Level	The number of participants who are active on the last day of the reporting period or who exited during the reporting period divided by the number of authorized community service positions				
3. Community Service	The total number of hours of community service performed during the reporting period divided by the community service goal				
4. SCSEP Retention Rate	The number of participants placed into unsubsidized employment whose retention outcome became final within the reporting period, i.e., who are still employed six months after the date of placement, divided by the number of participants placed into unsubsidized employment				
5. Service to Most-in-Need	The number of participants who are active on the last day of the reporting period or who exited during the reporting period, and who are over the age of 60 and have one or more of the following: an income at or below the poverty level; physical or mental disabilities, language barriers (LEP or literacy), cultural social or geographical isolation; poor employment history or prospects; or other social barriers divided by the total number of participants				
6. Customer Satisfaction	Average quarterly ACSI for employers				
	Average annual ACSI for participants				
	Annual average ACSI for host agencies				

E. PERFORMANCE MEASURES AND RELATED REPORTING REQUIREMENTS					
PERFORMANCE MEASURE	DESCRIPTION	GOAL	Q RATE	YTD RATE	L4Q RATE
7. Common Measures Six Months Earnings Increase	Of those participants who are employed in the first quarter after program exit, earnings in the second and third quarters after the exit quarter minus earnings in the second and third quarters prior to the quarter of participation, divided by the number of exiters during the period				
8. Common Measures Entered Employment	Of those not employed at the time of participation, the number of participants employed in the first quarter after exit divided by the number of participants who exit during the quarter				
9. Common Measures Employment Retention	Of those participants who are employed in the first quarter after exit, the number employed in both second and third quarters after exit divided by the number of participants employed in the first quarter after the quarter of exit				

Description. Presented in this section are the seven SCSEP performance measures and the two additional Common Measures that are required for reporting purposes. Only those participants in the regular SCSEP program but not in the Section 502(e) program with the same grantee are included in the measures for placement, SCSEP retention, earnings gain, entered employment, and Common Measures retention in Section E. (Grantees that also administer the Section 502(e) program will receive a separate QPR showing performance under that program. Participants co-enrolled in both programs with the same grantee will be reflected in the Section 502(e) program QPR only.) Participants whose exit reasons are 6(g)-(j) are excluded from these measures. Participants whose exclusion is coded during the follow-ups are not included in the relevant measures from that point forward. For each SCSEP performance measure, both the goal for the program year and the performance for the reporting period are given.

The rules for determining the quarter and the program year in which measures are reported are complex. If a follow-up is not done by the Due Date (end of the quarter in which the 120th day after exit falls for Follow-up 1; end of the quarter in which the 210th day after earliest start employment date falls for Follow-up 2; end of the fourth quarter after quarter of exit for Follow-up 3), the measures based on that follow-up are treated as failures. If the follow-up is done in a subsequent quarter, any successes will be reported in that quarter and in the remaining QPRs for that program year. However, these rules are subject to the rule regarding Last Reporting Program Year, which is the program year in which the Due Date falls. If follow-ups are not completed by the Last Reporting

Program Year (including the 90-day period for submitting final QPR data at the end of the program year), they are too late to be included in any QPR. A complete explanation of the timing for the reporting of the performance measures is available at the Mathematica website, <http://scsep.mathematica-mpr.com>. A summary explanation without detailed examples is also included in Topics 10 and 11 of the Unsubsidized Employment Form Guide of the revised Data Collection Handbook.

Measure E1. SCSEP Placement Rate. The retention rate is the number of successful placements (field 26(d) of the Unsubsidized Employment Form) divided by the number of modified slots. Because the denominator is fixed and the numerator is cumulative by quarter, the current quarter and year to date will not give an accurate picture of performance against the goal until the fourth quarter. The last four quarters will be a more accurate reflection.

Measure E2. Service Level. This is the number of participants active at any time during the reporting period divided by the number of modified slots. Like the placement rate, the numerator for this measure is cumulative but the denominator is fixed.

Measure E3. Community Service. The community service measure is being reconsidered and is currently reported as the total number of hours of community service (element C6). Until such time as the measure is redefined, this measure is for informational purposes only.

Measure E4. SCSEP Retention Rate. The retention rate is the number of participants employed in unsubsidized employment on the 180th day after the earliest start employment date (as determined by field 29(d) of the new Unsubsidized Employment Form and field 29(e) of the old form) divided by the number of successful placements. Since both the numerator and the denominator are cumulative, the quarterly and year to date performance may be indicative of actual annual performance.

Measure E5. Service to Most-in-Need. This measure reports the number of participants active at any time during the reporting period who are 60 or over and who have one or more of the specified barriers to employment divided by the number of participants who were active at any time during the reporting period. Like the retention rate, both the numerator and denominator for this measure are cumulative.

Measure E6. Customer Satisfaction. This measure, which is in three parts, reports the average American Customer Satisfaction Index (ACSI) score for employers, participants, and host agencies. The index combines the scores on the first three questions of each survey and assigns weights to those scores based on a proprietary methodology. The ACSI score for employers is reported each quarter and is cumulative throughout the program year. The ACSI score for participants and host agencies is only reported once each program year, after the nationwide surveys have been analyzed.

Measure E7. Common Measures Six Month Earnings Gain. This measure reports the average earnings gain for all exiters who were employed in the first quarter after the

quarter of exit, i.e., who entered employment as defined by the Common Measures. The wages for the second and third quarters prior to the quarter of participation (fields 13a and 13b of the new Participant Form) are subtracted from the wages for the second and third quarters after the quarter of exit (fields 30(d) and 30(f) of the new Unsubsidized Employment Form) and the result is divided by the number of exiters in the reporting period. This measure is effective solely for participants who are enrolled into the program on or after July 1, 2005. Therefore, this measure will not be reported until the first quarter of PY 2006.

Measure E8. Common Measures Entered Employment. This measure reports the employment outcomes for all participants who were not employed at the time of participation (field 13 of the new Participant Form; field 14(a) of the old form). The number of exiters who have any wages in the first quarter after the quarter of exit (field 29(c) of the Unsubsidized Employment Form) is divided by the total number of participants who exit during the reporting period.

Measure E9. Common Measures Employment Retention. This measure reports the job retention of those exiters who had wages in the first quarter after the quarter of exit, i.e., who entered employment. The number of exiters who have any wages in both the second and third quarters after the quarter of exit (fields 30(c) and 30(e) of the new Unsubsidized Employment Form; fields 30(c) and 30(d) of the old form) is divided by the number of exiters who have any wages in the first quarter after the quarter of exit (field 29(c) of the Unsubsidized Employment Form).

Use. This section of the QPR reports your performance on all of the SCSEP measures. It allows you to see your current performance, your performance for the program year to date, and the trend for each measure. The trend may be the most important management tool because it tells you whether you are likely to achieve your goal under current conditions. When evaluating the measures reported in the QPR, you will obviously have to take into account any extraordinary conditions that may be affecting performance in one direction or another. For example, if placements have lagged in the current quarter because your job developer was out sick but the trend line has been generally positive, the failure to meet your quarterly goal should not be disturbing. On the other hand, even if you have met your goal but the trend is negative, you need to consider systematic changes that will reverse the trend.

Measure E1. SCSEP Placement Rate. If there are problems with this measure, the management reports can be very helpful. The follow-up reports will help you schedule and track follow-ups that are pending. If you do not complete the follow-up, the QPR cannot report a successful placement. You should also pay attention to rejected records (element B5b). Most rejections involve performance outcomes; you get no credit for rejected records until you correct and resubmit them.

There are other management reports that are also very useful. One will tell you all exiters who have started unsubsidized employment but have not yet achieved a successful placement. Another will identify all participants who have exited for any reason and

whether they have achieved a placement. You can use these reports to target your resources to those participants, including those who might have exited for personal reasons, with whom you still have a chance to achieve a successful placement.

The more participants you enroll and exit, the greater your opportunities to achieve placements. A high service level usually accompanies a high placement rate. You can use element B10a and element B11b to determine what percent of unsubsidized employments result in placements. You can then apply this factor to your placement rate to determine how many participants must exit for unsubsidized employment each quarter. Looking at exits gives you a head start on placements: a participant is unlikely to achieve a placement unless the participant has exited for unsubsidized employment.

NOTE: While the grantee QPR will always contain accurate data for this measure, sub-grantee QPRs will not be accurate for this measure unless their grantees have reported to DOL the proper slot count for each sub-grantee.

Measure E2. Service Level. Service level is one measure that you can diagnose from the QPR. If service level is lagging, you can see what the problem is by examining elements B1-B5a. Generally, you cannot enroll new participants unless you are exiting a sufficient number of old participants. The ratio of new to carried over participants is also helpful for this measure.

NOTE: While the grantee QPR will always contain accurate data for this measure, sub-grantee QPRs will not be accurate for this measure unless their grantees have reported to DOL the proper slot count for each sub-grantee.

Measure E4. SCSEP Retention Rate. As with the placement rate measure, the management reports are extremely useful for managing performance on this measure. There are reports that track pending follow-ups and tell you all participants who have achieved a placement but have not yet achieved retention. You will want to stay in close touch with these participants to make sure that they are getting the support they need on their current jobs or to find them new jobs before the 180th day if the old jobs are not working out. This is a measure where you cannot afford to be passive. If you do not contact the participant until you do Follow-up 2, you may be too late to achieve a positive outcome.

Measure E5. Service to Most-in-Need. Section D of the QPR will tell you how you are doing on each of the characteristics that comprise the most-in-need measure. You can use this information to modify your enrollment practices if you need to increase the number of most in need participants. This is also a good way to verify the accuracy of your data collection. You can use the management reports to see the characteristics of each participant. Sometimes staff persons do not pick up barriers that could count toward the measure.

Measure E6. Customer Satisfaction. The ACSI scores reported here are not sufficient to tell you how to improve services. You will receive separate reports for each of the

customer satisfaction surveys. These reports contain detailed analyses that identify those services that have the greatest effect on overall satisfaction.

Measure E7. Common Measures Six Month Earnings Gain. This measure will not be reported until the first quarter of PY 2006.

Measure E8. Common Measures Entered Employment. This measure is for reporting purposes only and is not included in the SCSEP performance measures. This measure determines which exiters will be included in the denominator of the Earnings Gain measure, which is part of the SCSEP performance measures. Therefore, you may want to use this measure as a way to identify and track those exiters. Although there is little you can do to affect the amount of wages paid to participants, earnings gain is really about retention. If the participant remains employed throughout the relevant period, earnings will be maximized.

Measure E9. Common Measures Employment Retention. This measure is for reporting purposes only and is not included in the SCSEP performance measures. Because this measure requires employment in both the second and third quarters after the quarter of exit, it overlaps the earnings gain measure. As set forth above, retention throughout the relevant period is the best way to ensure high earnings gain.