

Learning from Results: QPR Analysis

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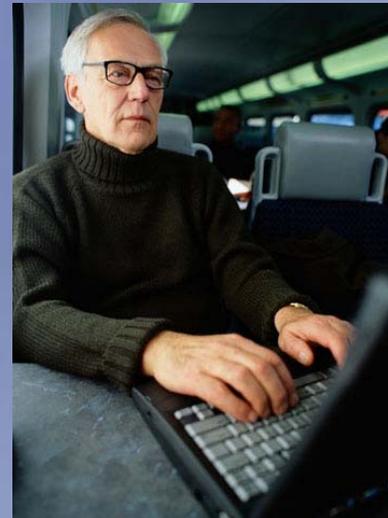
Learner Objectives

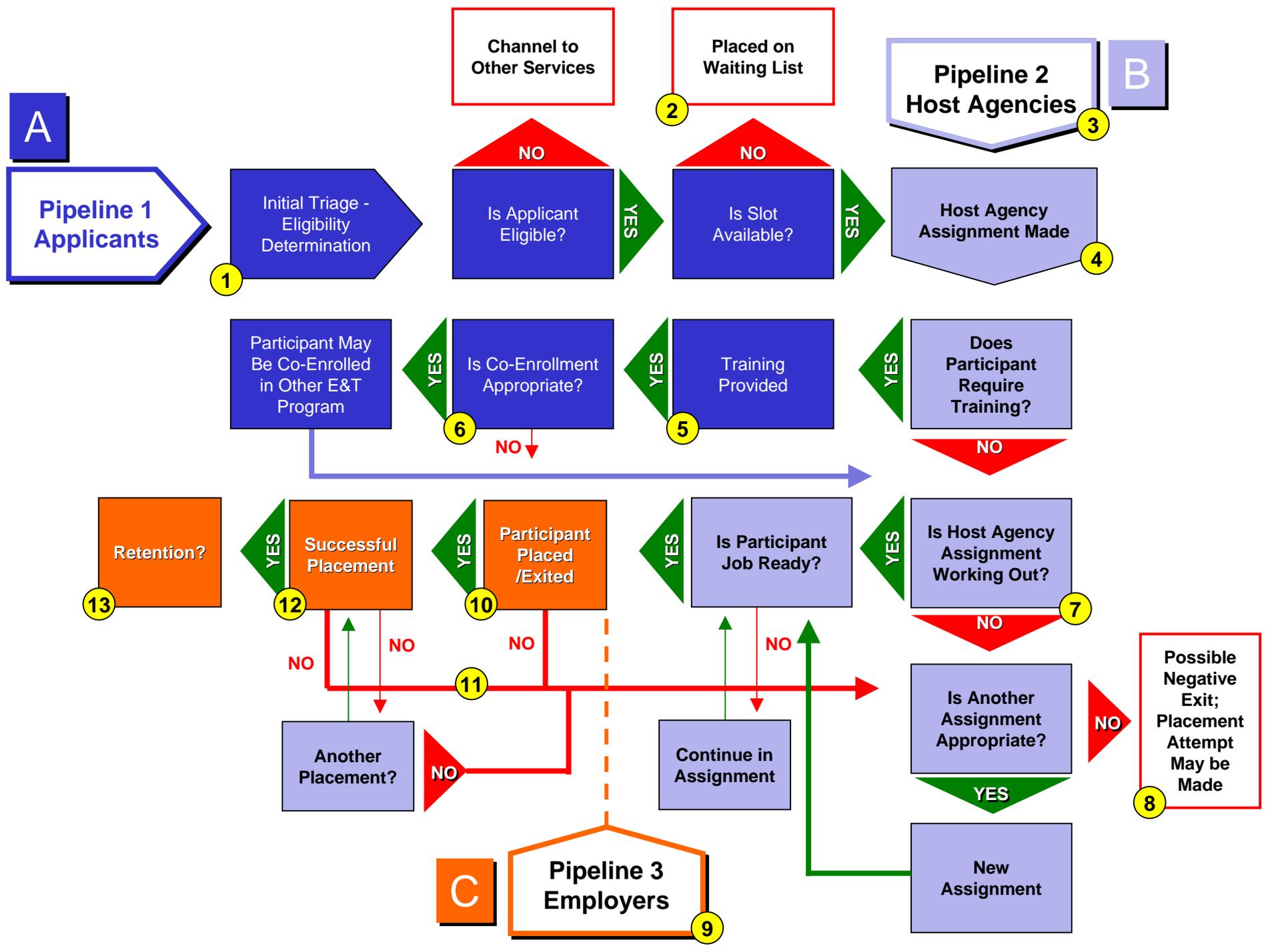
- Learn about current and projected SCSEP performance
- Understand SCSEP measurement model
- Learn about the importance of critical comparisons in analysis
- Work with comparisons: national/state grantee comparisons, comparisons to national averages, and peer comparisons



Measurement Model

- Contains following elements:
 - Pipelines (inputs)
 - Processes (services)
 - Outputs (e.g., training provided)
 - Intermediate Outcomes (e.g., initial placements)
 - Outcomes (e.g., successful placements)
- Identifies key transitions and measurement opportunities, and the relationships among them
- Not intended as an exhaustive representation of workflow





A Participant ACSI, other survey questions

B Host Agency ACSI, other survey questions

C Employer ACSI, other survey questions

- 1 # of eligibility determinations (MR), % ineligible (MR), characteristics (QPR, MR)
- 2 # on waiting list (MR, QPR), characteristics of those on waiting list (MR)
- 3 # of host agencies (MR), average length of time as host agency (MR)
- 4 # of current participants (MR, QPR), characteristics (MR, QPR); **service level** (QPR), **most in need** (QPR)
- 5 # of participants receiving training (MR, QPR), average training hours provided (MR, QPR)
- 6 # and percent co-enrolled, by type of co-enrollment (QPR, MR)
- 7 Average number of assignments per participant (MR), percent with more than one assignment (MR)
- 8 # and percent of exits for reasons other than unsubsidized employment (QPR, MR), characteristics of exiters
- 9 # of employers (MR), # and percent of placements with particular employers (MR)
- 10 # and percent of exits for unsub. employment (MR, QPR), characteristics of exiters (MR)
- 11 Average duration for exiters (MR), average duration for those placed (MR)
- 12 **# of SCSEP 30 day placements** (QPR, MR), percent of exits resulting in 30-day placements, follow-up data (MR)
- 13 **# of placements resulting in 180 day retention** (QPR), information on follow-up efforts (MR)

Customer Flow

Active Enrolled Year to Date	77,775
Carried Over	49,530
Exits Year to Date	24,622
Current Participants	53,153



Exits



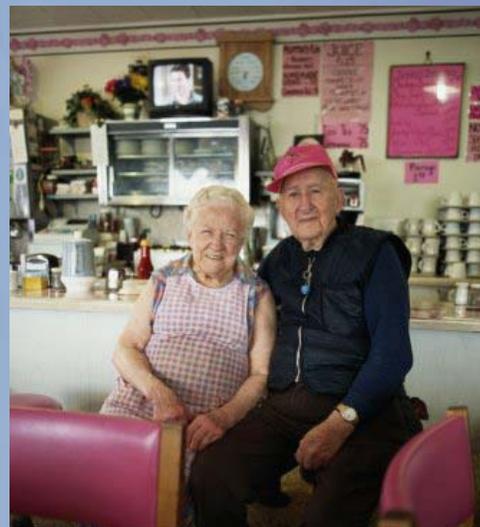
Exits		
Exit for Unsubsidized Employment Year to Date	11,436	46.7%
Exits for Other Reasons Year to Date	7,062	28.8%
Exclusions Year to Date	6,009	24.5%
Total	24,507	



Placement



Placements	
Regular Placements	8410
OJE	60
502E	10
Non-SCSEP Placements	42
Non-Qualifying Placements	702





Whom Are We Serving?

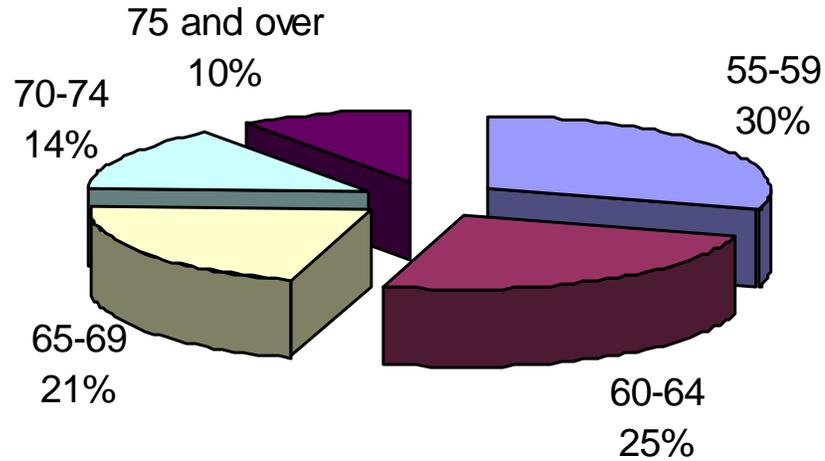
Gender	Number	Percent
Male	22,288	28.7%
Female	55,401	71.3%
Total	77689	



Age



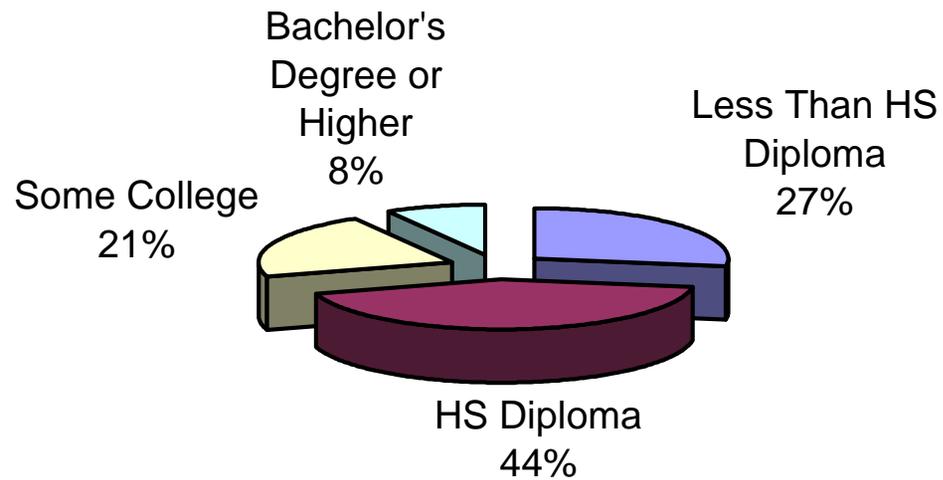
Age Distribution of SCSEP Participants



Education



Education Level of SCSEP Participants



Barriers



Barriers	Number	Percent
Poverty	64,833	83.4%
Over 60 Years of Age	54,751	70.4%
Poor Employment History	31,217	40.1%
Public Assistance	24,090	31.0%
Isolation	15,552	20.0%
Disabled	11,988	15.4%
Other Barriers	7,020	9.0%
Literacy Skills Deficient	6,494	8.3%
Limited English Proficiency	6,337	8.1%
Displaced Homemaker	5,239	6.7%
Homeless	1,075	1.4%
	77,775	

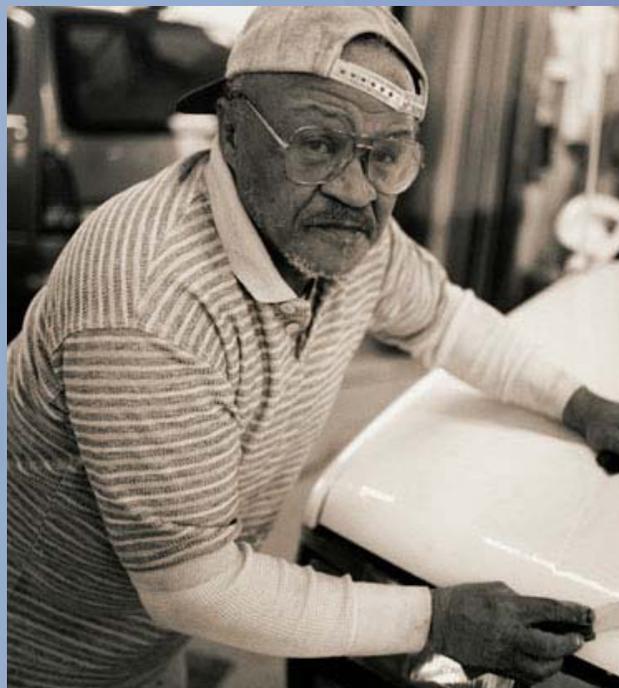
How Are We Running The Program?

	N	Average Days In Program	Minimum	Maximum
All Exiters	29725	498	1	7963
Exited for Unsubsidized Employment	13026	377	1	7932
Exited for Other Reasons	16392	595	1	7963
All Active Participants Who Did Not Exit	61507	804	13	7999
All Participants	91360	777	13	7999



Training

- 16,637 (22.2%) participants who received training had, on average, a little over 18 hours of training
- 74,723 were not recorded as having received any training



What Did We Accomplish?

Q3 PY 2004 Outcomes Overview

	Modified Slots	Slots	Placement Rate	Retention Measure	Service Level	Most in Need
Nationwide	57140	61310	14.7%	54.3%	136.1%	63.6%

ACSI by Customer Group

	PY2004 Performance
Employer Customer Satisfaction	86
Host Agency Customer Satisfaction	82.7
Participant Customer Satisfaction	83.4

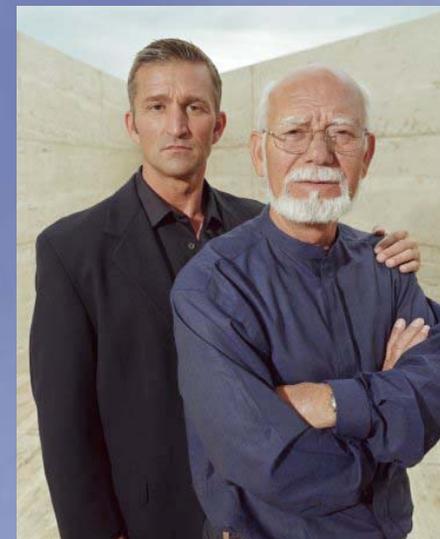
Accomplishments, Continued

Reasons for Exit

	Exited for Unsubsidized Employment		Exited for Other Reason	
	N	Percent	N	Percent
Nationwide	12870	44.3%	16175	55.7%

Starting Wage

	N	Mean	Std. Deviation
Nationwide	12296	\$8.02	\$2.92



Looking Forward

Nationwide	Q4 PY 2004 Projection or National Baseline	PY 2005 Proposed Goal	PY 2005 Expected Performance Level Based on Grantee Goals
Placement Rate	27.2%	30.0%	31.7%
Retention Rate	53.5%	55.0%	58.9%
Service Level	172.3%	160.0%	159.8%
Most in Need	63.2%	67.0%	68.3%



Comparisons: The Essence of Analysis

Relevant Comparisons Provide Point of Reference

- Comparisons Can Be:
 - Over Time
 - Among peers
 - Between customer groups
 - Between customers with different service histories
 - Between customers with different results



National/State Grantee Comparisons

Results

	Modified Slots	Slots	Placement Rate	Retention Measure	Service Level	Most in Need
State Grantee Totals	12638	13524	10.7%	69.9%	118.8%	65.4%
National Grantee Totals	44503	47786	15.9%	51.3%	141.0%	63.2%
Nationwide Totals	57140	61310	14.7%	54.3%	136.1%	63.6%



National/State Grantee Comparisons

Barriers	National Grantees	Percent YTD	State Grantees	Percent YTD
Poverty	52,493	83.6%	12,340	82.2%
Age 60 or Over	43,985	70.1%	10,766	71.7%
Poor Employment History	23,105	36.8%	8,112	54.0%
Public Assistance	19,324	30.8%	4,766	31.7%
Isolation	13,389	21.3%	2,163	14.4%
Veterans	9,538	15.2%	2,427	16.2%
Disabled	9,429	15.0%	2,559	17.0%
Limited English Proficiency	5,364	8.5%	973	6.5%
Other Barriers	5,337	8.5%	1,683	11.2%
Literacy Skills Deficient	5,206	8.3%	1,288	8.6%
Displaced Homemakers	4,135	6.6%	1,104	7.4%
Homeless	832	1.3%	243	1.6%
Active Enrolled	62,763		15,012	



Employment and Barriers: National and State Grantees



		Unsubsidized Employment	
		National Grantees	State Grantees
Number of Barriers			
1.00	Count	4516	948
	Percent of Group	48.1%	41.7%
2.00	Count	2528	744
	Percent of Group	26.9%	32.7%
3.00	Count	1347	343
	Percent of Group	14.4%	15.1%
4 or more	Count	994	239
	Percent of Group	10.6%	10.5%
Total Count		9385	2274

National/State Grantee Comparisons

Exit Reasons

Grantees	Exited for Unsubsidized Employment		Exited for Other Reason	
	N	Percent	N	Percent
National Grantees	10386	45.1%	12635	54.9%
State Grantees	2484	41.2%	3540	58.8%
Nationwide	12870	44.3%	16175	55.7%



National/State Grantee Comparisons

Starting Wage

Grantees	N	Mean	Std. Deviation
National Grantees	10021	\$7.98	\$2.91
State Grantees	2275	\$8.19	\$2.93
Nationwide	12296	\$8.02	\$2.92



Service Pattern Comparisons

Time in Program for All Participants by Limited English Proficiency

Limited English Proficiency	N	Average Days in Program	Minimum	Maximum
No	83173	783.65	13	7999
Yes	7468	713.23	44	7933
Total	90641	777.85	13	7999

Days in Program at Time of Exit by Poor Employment History

Poor Employment History	N	Average Days in Program	Minimum	Maximum
No	18858	474	1	7963
Yes	10262	550	1	7828
Total	29120	501	1	7963

National/State Grantee Comparison

Benefits

Grantees		Frequency	Percent
	Health		
National Grantees	Yes	1,399	13.5
State Grantees	Yes	488	19.6
	Sick Leave		
National Grantees	Yes	1651	15.9
State Grantees	Yes	596	24.0
	Paid Vacation		
National Grantees	Yes	1,918	18.5
State Grantees	Yes	686	27.6



Peer Comparisons

Rural State Comparison

Grantees	Exited for Unsubsidized Employment		Exited for Other Reason	
	Count	Row N %	Count	Row N %
STATE A	49	38.3%	79	61.7%
STATE B	5	29.4%	12	70.6%
STATE C	15	37.5%	25	62.5%
Nationwide	2484	41.2%	3540	58.8%

Industrial States/Geographic Proximity Comparison

Grantees	Exited for Unsubsidized Employment		Exited for Other Reason	
	Count	Row N %	Count	Row N %
STATE A	30	53.6%	26	46.4%
STATE B	40	33.6%	79	66.4%
STATE C	21	20.4%	82	79.6%
Nationwide	2484	41.2%	3540	58.8%

Age/Education/Gender Profile

		65 or Less		More Than 65	
		Male	Female	Male	Female
8th grade or less	Count	1608	2295	2062	2508
	Percent	41.1%	58.8%	45.1%	54.8%
9-12th grade no diploma	Count	2195	4996	1933	5191
	Percent	30.5%	69.4%	27.1%	72.8%
HS diploma or equivalent	Count	5560	14789	3599	13490
	Percent	27.3%	72.6%	21.0%	78.9%
1-3 years of college	Count	2848	7004	1479	4579
	Percent	28.9%	71.0%	24.4%	75.5%
Associates degree	Count	274	581	90	280
	Percent	32.0%	67.9%	24.3%	75.7%
Bachelors degree	Count	1445	1825	804	1044
	Percent	44.1%	55.8%	43.5%	56.4%
Some graduate school	Count	273	362	153	217
	Percent	42.9%	57.0%	41.3%	58.6%
Masters degree	Count	290	401	160	209
	Percent	41.9%	58.0%	43.3%	56.6%
Doctoral degree	Count	61	54	69	30
	Percent	53.0%	46.9%	69.6%	30.3%
Post-secondary certificate	Count	157	462	79	286
	Percent	25.3%	74.6%	21.6%	78.3%

