

## DEFINITIONS FOR WIA CORE PERFORMANCE MEASURES

### Customer Satisfaction Measures

#### Participant Satisfaction

The weighted average of participant 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.

#### 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.

### Adult Measures

#### Adult Entered Employment Rate

*Of those who are not employed at registration:*

Number of adults who have entered employment by the end of the first quarter after exit divided by the number of adults who exist during the quarter.

#### Adult Employment Retention Rate at Six Months

*Of those who are employed in the first quarter after exit:*

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

#### Adult Average Earnings Change in Six Months

*Of those who are employed in the first quarter after exit:*

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

#### Adult Employment and Credential Rate

*Of adults who received training services:*

Number of adults who were employed in the first quarter after exit and received a credential 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

Number of dislocated workers who have entered employment by the end of the first quarter after exit divided by the number of dislocated workers who exit during the quarter

#### Dislocated Worker Employment Retention Rate at Six Months

*Of those who are employed in the first quarter after exit:*

Number of dislocated workers who are employed in the third quarter after exit divided by the number of dislocated workers who exit during the quarter.

Dislocated Worker Earnings Replacement Rate in Six Months

*Of those who are employed in the first quarter after exit:*

Total post-program earnings (earnings in quarter 2 + quarter 3 after exit) divided by the pre-dislocation earnings (earnings in quarters 2 + quarter 3 prior to dislocation)

Dislocated Worker Employment and Credential Rate

*Of dislocated workers who received training services:*

Number of dislocated workers who were employed in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of dislocated workers who exited services during the quarter.

**Older Youth (Age 19 -21) Measures**

Older Youth Entered Employment Rate

*Of those who are not employed at registration and who are not enrolled in post-secondary education or advanced training in the first quarter after exit:*

Number of older youth who have entered employment by the end of the first quarter after exit divided by the number of older youth who exit during the quarter.

Older Youth Employment Retention Rate at Six Months

*Of those who are employed in the first quarter after exit and who are not enrolled in post-secondary education or advanced training in the third quarter after exit:*

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

Older Youth Average Earnings Change in Six Months

*Of those who are employed in the first quarter after exit and who are not enrolled in post-secondary education or advanced training in the third quarter after exit:*

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

Older Youth Credential Rate

Number of older youth who are in employment, post-secondary education, or advanced training in the first quarter after exit and received a credential by the end of the third quarter after exit divided by the number of older youth 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 number of work readiness skills goals attained by younger youth plus number of occupational skills goals attained by

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

Younger Youth Diploma or Equivalent Attainment

*Of those who register without a diploma or equivalent:*

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
- \_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).