Effectiveness in Serving Employers

Peer Learning Group Meeting
Where Are You?

Please enter your location in the chat window
(lower left of screen)

Tell us your state and which title program you work with (title I, II, III, IV)
Today’s Moderator

Christina Eckenroth

WORKFORCE ANALYST
U.S. Department of Labor, Employment and Training Administration
Federal Leadership

John P. Pallasch
Assistant Secretary for Employment and Training
U.S. Department of Labor

Mark Schultz
Delegated the authority to perform the functions and duties of the Assistant Secretary for the Office of Special Education and Rehabilitative Services
U.S. Department of Education

Scott Stump
Assistant Secretary for Career, Technical, and Adult Education
U.S. Department of Education
Today’s Speakers

Cesar Acevedo
WORKFORCE ANALYST
U.S. Department of Labor, Employment and Training Administration
Today’s Speakers

Wayne Gordon
DIRECTOR, DIVISION OF RESEARCH AND EVALUATION
Office of Policy Development and Research
U.S. Department of Labor, Employment and Training Administration
Today’s Agenda

- Highlights of Effectiveness in Serving Employers
  Outcome Data

- Hear from States:
  - Alternative approaches from States
  - Experiences and Challenges

- Next steps
Welcome from Leadership
Relevant Citations

- WIOA section 116, 20 CFR part 677 and 34 CFR parts 361 and 463

- Joint Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III, and Title IV Core Programs issued August 23, 2017
  - ETA: Training and Employment Guidance Letter 10-16, Change 1
  - OCTAE: Program Memorandum 17-2
  - RSA: Technical Assistance Circular 17-01
Indicator Overview

PY 2018 Count of States Reporting each Measure

- Retention with Same Employer Rate
- Employer Penetration Rate
- Repeat Business Customers Rate

33
42
42

Count of States Reporting each Measure
State Adoption of Indicators

Retention with Same Employer Rate

Employer Penetration Rate

Repeat Business Customers Rate

Light shaded states on each map indicate that the state did not choose to pilot this indicator, so no data was collected or reported for that indicator in that state.
# Program Year (PY) Annual Report Data

<table>
<thead>
<tr>
<th>Employer Services</th>
<th>2017</th>
<th>2018</th>
<th>2017-2018 Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer Information and Support Services</td>
<td>271,427</td>
<td>331,612</td>
<td>60,185</td>
</tr>
<tr>
<td>Workforce Recruitment Assistance</td>
<td>618,720</td>
<td>614,538</td>
<td>-4,182</td>
</tr>
<tr>
<td>Engaged in Strategic Planning/Economic Development</td>
<td>33,208</td>
<td>44,544</td>
<td>11,336</td>
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<tr>
<td>Accessing Untapped Labor Pools</td>
<td>44,760</td>
<td>60,534</td>
<td>15,774</td>
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<tr>
<td>Training Services</td>
<td>21,565</td>
<td>34,270</td>
<td>12,705</td>
</tr>
<tr>
<td>Incumbent Worker Training Services</td>
<td>9,355</td>
<td>8,024</td>
<td>-1,331</td>
</tr>
<tr>
<td>Rapid Response/Business Downsizing Assistance</td>
<td>9,110</td>
<td>9,272</td>
<td>162</td>
</tr>
<tr>
<td>Planning Layoff Response</td>
<td>1,811</td>
<td>3,246</td>
<td>1,435</td>
</tr>
</tbody>
</table>
## Pilot Approaches Results

<table>
<thead>
<tr>
<th>Approaches</th>
<th>2017 Numerator</th>
<th>Rate</th>
<th>2018 Numerator</th>
<th>Rate</th>
<th>2017-2018 Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retention with Same Employer Rate</td>
<td>638,779</td>
<td>53.2%</td>
<td>1,190,292</td>
<td>56.4%</td>
<td>3.2%</td>
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<tr>
<td></td>
<td>1,201,125</td>
<td></td>
<td>2,111,358</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employer Penetration Rate</td>
<td>629,582</td>
<td>8.0%</td>
<td>652,665</td>
<td>8.3%</td>
<td>0.3%</td>
</tr>
<tr>
<td></td>
<td>7,911,254</td>
<td></td>
<td>7,896,663</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Repeat Business Customers Rate</td>
<td>266,777</td>
<td>42.5%</td>
<td>738,468</td>
<td>50.0%</td>
<td>7.6%</td>
</tr>
<tr>
<td></td>
<td>628,207</td>
<td></td>
<td>1,475,578</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Retention with Same Employer Rate

National Rate

Retention rates vary significantly across states, with some states having retention rates as high as 87% and others as low as 0%. The national rate is indicated by the dashed line at 66%. The states are listed in alphabetical order, and the bars represent the retention rates for each state.
Repeat Business Customers Rate

National Rate
Discussion: Alternatives

- Changes to these indicators?
- Do you have suggestions for alternative indicators?
- Other factors we should consider?
Discussion: Experiences and Challenges

- Collecting Data
- Reporting Data
- Applying Data
Next Steps
Effectiveness in Serving Employers (ESE) Study

- The study will lay out a set of options and considerations for the indicator for the Departments of Labor and Education.

- Data Collection Activities and Reporting:
  - Data collection activities implemented between February-April 2020.
  - A brief discussing results of the data collection anticipated in Fall 2020.
Summary

- No change for PY 2020 and PY 2021
- The Departments will work to define the indicator
TELL US WHAT YOU THINK!

Send your feedback to Scott Wheeler by:

February 12, 2020

Scott Wheeler
CONSULTANT
Maher & Maher
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