



UNITED STATES DEPARTMENT OF LABOR

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Division of Older Worker Programs

SCSEP

QPR Handbook

The Charter Oak Group, LLC

# SCSEP Quarterly Progress Report Handbook

## I. Introduction

The Quarterly Progress Report has been used to report official SCSEP performance since July 1, 2004. The current QPR, effective November 2018, reflects performance system and programmatic changes made since the 2016 amendments to the Older Americans Act.

The QPR is produced for all levels of the SCSEP system: nationwide, grantee-level, sub-grantee level, and by states for the national grantees. All authorized SPARQ users have access to all final QPRs through the SPARQ home page. All users also have access to their own QPRs at any time during the quarter and, therefore, do not need to wait for final QPRs to monitor their progress.

Although the QPR is the official report 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 a problem or how to fix it. For that, you will need to consult other sources. SPARQ provides all grantees and sub-grantees a variety of management reports through the SPARQ home page. (These reports are particularly important for the three outcome measures because the QPR does not provide any information about quarterly performance on the outcome measures until the first day after the last relevant performance quarter has ended.) 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 these elements can be used to manage operations and improve performance. The Handbook is not intended as a technical explanation. The complete specifications are posted on the SCSEP Help website at <http://www.scsep-help.com/Documentation/SPARQSpecifications.aspx>.

The QPR has five sections. Sections A-D contain information about the grant, customer flow, community service assignments, and participant characteristics. The core performance measures are reported in Section E.

A participant can have multiple enrollments, sometimes referred to as participations. Enrollments are distinguished by a combination of participant identification (PID) number and application date. In most instances, the QPR uses enrollments, not participants, as the unit of analysis. The QPR usually counts active enrollments, 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 participants who were 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 End of Year QPR, which is the official report of performance for the program year. Each QPR uses four different reporting timeframes: current quarter, program year-to-date (YTD), last four quarters (L4Q, sometimes referred to as rolling four quarters), and last nine quarters (L9Q, for element B13 only). Nearly all of the elements in Sections B and C use the current quarter and YTD. Nearly all of the elements and measures in Sections D and E also use the last four quarters. The last four quarters are not reported for the community service or service level measures because of the change in the modified position count from program year to program year.

The different time periods provide a comprehensive picture of performance. The current quarter tells you how you have done in the most recent three-month period. The YTD timeframe looks at performance during this program year only and 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, YTD 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 your 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 Q2 Employment measure for the current quarter and YTD. However, the last four quarters show that Q2 Employment has steadily declined from 35% to 33% to 31% to 30%. This trend suggests that unless corrective action is taken, the Q2 Employment measure may continue to deteriorate and the Final QPR may show Q2 Employment under 30%.

*Note on Completeness of QPRs.* Users may view their own QPR at any time during a quarter. Users must regenerate their QPR before it will reflect the most recent data. Grantees must regenerate all sub-grantee QPRs in order for the grantee QPR to reflect the most recent data. Each weekend and at the close of each quarter, all QPRs are automatically regenerated; in the last few weeks before the quarter close, the QPRs are generated nightly to assist grantees in tracking their performance and cleaning up their data. The data for final QPRs at the end of each reporting period are frozen. Participant data submitted after the close of a quarter will not change the QPR for that quarter but will be reflected in the YTD and in the L4Q of future QPRs for that program year.

## II. Section A. Grantee Information

**Description.** This section contains identifying information about the grantee and sub-grantee. All of the data are provided by the national office.

A. GRANTEE INFORMATION			
1a. Grantee:	1b. Sub-Grantee:	2. Grantee Code:	
3a. Report Period Ending: _____	3b. Program Year(s): _____	4. Number of Authorized Positions:	5. Number of Modified Positions:
(MM/DD/YYYY)			

*Element A4. Number of Authorized Positions.* This is the official number of authorized positions. SCSEP depends on grantees to enter into SPARQ the number of authorized positions assigned to each sub-grantee. If the grantee does not keep this information current, the sub-grantee QPRs will be inaccurate or may not contain the service level and community service measures at all. The authorized positions are reported in Section A4. SPARQ uses modified positions rather than authorized positions for calculating vacancies in Section B and the service level and community service measures in Section E. Modified positions, which are based on higher state or sub-state minimum wages, are reported in element A5.

*Element A5. Number of Modified Positions.* The number of authorized positions is modified to account for higher state or sub-state minimum wages. The national office determines modified positions based on minimum wage information provided by authoritative sources. Higher local minimum wages are prorated for the entire program year so that the number of modified positions does not have to be revised each quarter. This means that the count of modified positions is accurate for YTD but will not be accurate for a given quarter if the local minimum wage changes during the program year.

## III. Section B. Participation Levels

**Description.** This section displays customer flow and placement information. For YTD at the grantee or sub-grantee level, elements B1-B4 will always balance: carried over participants plus new participants minus exiters will equal current participants. Element B5a, vacancies, shows modified positions minus current participants minus rejected active records. A negative number means that a grantee is over-enrolled. Elements B5b and B5c report the number of records rejected by SPARQ and not included in the QPR. Element B6 reports the number of individuals on the waiting list, and element B7 reports the number of participants who are co-enrolled with another program. Elements B8a through B8c show exit reason at the time of exit. Elements B9a and B9b display the movement of participants into or out of the project due to transfers. Elements B10a through B10e report placements that have begun, without regard to the exit reason or performance outcomes. Element B10f counts placements that did not result in the achievement of Q2 Employment.

Element B11 reports the number of hours of paid training. Element B12 reports the average hours worked in community service per week. Element B13 reports the average duration for all the enrollments that were active at any time during the reporting period in a project.

<b>B. PARTICIPATION LEVELS</b>			
1. Carried Over from the Previous Program Year: Q1 _____ YTD _____	2. New Participants: Q _____ YTD _____	3. Total Exits: Q _____ YTD _____	4. Current Participants: 5a. Vacancies:
5b. Rejected Records:		5c. Records with Duration Rejects:	
6. Number of Persons on Waiting List: Current: _____ YTD _____		7. Co-Enrollments: Q _____ YTD _____	
8a. Exits Due to Unsubsidized Employment: Q _____ YTD _____	9a. Transferred Into Project: Q _____ YTD _____	10a. Placements: Q _____ YTD _____	10d. Percent of Placements with Benefits: Q _____ L4Q _____
8b. Other Reasons for Exit: Q _____ YTD _____	9b. Transferred Out of Project: Q _____ YTD _____	10b. OJE Placements: Q _____ YTD _____	10e. Average Hours per Week in Placement: Q _____ L4Q _____
8c. Exclusions: Q _____ YTD _____		10c. Median Starting Wage in Placement: Q _____ L4Q _____	10f. Placements without Credit for Q2 Employment: Q _____ YTD _____
11. Number of Hours of Training: Q _____ YTD _____	12. Average CSA Hours per Week: Q _____ YTD _____	13. Average Project Duration: Q _____ L9Q _____	

*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. The data for the quarter will be frozen when the quarter officially closes. The YTD number may change during the year if the grantee changes the status of any participants who were counted as active at the start of the program year.

*Element B2. New Participants.* This is the number of participants who first became active, i.e., have an assignment date, during the reporting period. This includes anyone who re-enrolls during the reporting period but not anyone counted in element B1. It also includes, at the grantee and sub-grantee level, anyone who transferred into the project (element B9a) during the reporting period. Participants moved into the sub-grantee from another sub-grantee are *not* included in the count of new participants.

*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 (choices i-ix) in field 6.1 of the Exit Form and choices ii and iv in field 6a of the Exit Form, non-exit reasons for closing the record. It does not include choices i and iii in field 6a. It thus includes at the grantee and sub-grantee level anyone who transferred out of the project during the reporting period (element B9b). Participants moved out of the sub-grantee to another sub-grantee are *not* included in the count of total exits.

*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 YTD. For YTD at the grantee, sub-grantee, state, and nationwide levels, element B1 plus element B2 minus element B3 will always equal element B4.

*Element B5a. Vacancies.* This is the number of modified positions (element A5) minus the number of current participants (element B4) minus the number of rejected active records. Over-enrollment is reflected as a negative number in element B5a.

*Element B5b. Rejected Records.* This is the number of of all enrollments (both active and inactive) 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. The number in this field may be lower than the number of rejection messages in the DQR because a single enrollment can be rejected for multiple reasons.

*Element B5c. Records with Duration Rejects.* This is the subset of rejected records that involve the calculation of a participant's durational limit date. Because they affect participants' continued eligibility for the program, these records are the highest priority for correction.

*Element B6. Number of Persons on Waiting List.* This is the number of enrollments where the current applicant is on the waiting list at the close of the reporting period.

*Element B7. Total Co-enrollments.* This is the count of all enrollments for participants who were active during the reporting period and have been co-enrolled in any other program.

*Element B8a. Exits Due to Unsubsidized Employment.* This is a count of all enrollments for 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 Q2 Employment and may not be included in measure E4. Conversely, participants who exit for personal reasons and are included in element B8b may subsequently obtain unsubsidized employment and may be included in measure E4.

*Element B8b. Other Reasons for Exit.* This is a count of all enrollments for participants who exited during the reporting period where field 6.1 of the Exit Form lists a reason other than unsubsidized employment: 6.1.1(i)-6(iv). It includes only true exits and excludes non-exit reasons for closing the record (field 6a of the Exit Form.) It does not include reasons for exit that constitute an exclusion from the performance measures. See element B8c.

*Element B8c. Exclusions.* This is a count of all enrollments for participants who exited during the reporting period where field 6.1 of the Exit Form lists a reason that constitutes an exclusion from the performance measures that was discovered at the time of exit: 6(v)-6(ix).

*Element B9a. Transferred into Project.* This is a count of all enrollments for participants who transferred into the project from another grantee. It is based on field 17 of the Participant Form. At the grantee and sub-grantee level, this number is included in the count of new participants (element B2).

*Element B9b. Transferred Out of Project.* This is a count of all enrollments for participants who transferred out of the project into another grantee. It is based on field 6a(ii) of the Exit Form. At the grantee and sub-grantee level, this number is included in the count of total exits (element B3).

*Element B10a. Placements.* This is a count of all enrollments where any placement (unsubsidized employment) started during the reporting period and there is no exclusion from the outcome measures discovered at exit. It is based on the existence of an Unsubsidized Employment Form. It does not reflect whether the placement has resulted in Q2 Employment. A single enrollment can have only one count in element B10a. Therefore, if the placement count is higher than the count of exits for unsubsidized employment (B8a), that means that someone who exited for other reasons has started a placement in this reporting period or someone who exited for unsubsidized employment in a prior reporting period has started a placement in this reporting period.

*Element B10b. OJE Placements.* This is a subset of regular placements. It includes all enrollments with a placement where OJE was indicated in field 20 of the Community Service Assignment Form and field 8 of the Unsubsidized Employment Form.

*Element B10c. Median Starting Wage in Placement.* This is the median starting wage of all participants who started unsubsidized employment within the reporting period, regardless of whether they achieved Q2 Employment. It includes all unsubsidized employments for those participants who have had more than one job; it does not include self-employment.

*Element B10d. Percent of Placements with Benefits.* This is the percentage of all unsubsidized employments that started within the reporting period and provided one or more fringe benefits, regardless of whether the participant achieved Q2 Employment in that placement. It includes all unsubsidized employment for those who have had more than one job; it does not include self-employment.

*Element B10e. Average Hours per Week in Placement.* This is the average hours per week of all participants who started unsubsidized employment within the reporting period. It is based on the information entered into field 18 of the Unsubsidized Employment Form; it does not include self-employment. Participants expected to work full-time are counted as working 40 hours per week.

*Element B10f. Placements without Credit for Q2 Employment.* This is a count of all enrollments for participants who exited two quarters before the reporting period and started unsubsidized employment but did not achieve Q2 Employment with some employer by the end of the current quarter. Subsequently recorded Q2 Employment causes the YTD count for this element to decrease. Multiple employments for the same participant only count once.

*Element B11. Number of Hours of Training.* This is the total of all paid training hours during the reporting period.

*Element B12. Average CSA Hours per Week.* This field displays the average hours per week of all participants who were continuously enrolled in the reporting period, had no approved breaks in participation during the period, and had no paid training hours during the period.

*Element B13. Average Project Duration.* This field reports the average time in months that all participants have been enrolled with the grantee or sub-grantee from July 1, 2007, to the end of the reporting period or to the date of exit, whichever is earlier. Approved breaks in participation are not included in this average. The average includes those still active at the end of the reporting period and those who exited during the reporting period. L9Q is the official measure for compliance with the Average Project Duration limit.

*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 numbers of 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. It may also be reflected in a negative or low customer flow, i.e., new participants minus exiters, or in a significant number of vacancies. Since vacancies are calculated based on modified positions, this number, although a snap-shot in time, may be an indicator of under-spending and potential performance problems.

Element B5b is a critical indicator of the quality of your data. If the number of rejected records is 2.0% or more of the total number of records submitted (elements B3 plus B4 plus B5b), the data may not be sufficiently reliable to be used as the grantee's baseline for purposes of goal setting. The data are still extremely useful for management purposes, but a rejection rate of 2.0% or more tells you that you must pay serious attention to the quality of your data. In SPARQ, the Enrollment Data Quality Problems (EDQP) enables you to see the rejection messages for each record before you leave that record. The Data Quality Report (DQR) tells you all of the errors in all of the records in your database. Consequently, you should be able to keep your rejection rate close to zero.

Element B5c is the highest level of data quality warning because these rejected records have defects that affect the calculation of participants' durational limit date. These records are the highest priority for correction.

Element B6 tells you the number of applicants currently on the waiting list. The management report will identify the applicants still on the waiting list and their characteristics. You can use this information to evaluate how effective your recruitment efforts are and to decide which priority candidates to enroll.

Elements B8 and B10 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. Although nearly all exits can result in a successful Q2 Employment, participants who exit for unsubsidized employment are far more likely to achieve success. You will want to watch the ratio between element B8a and element B8b, knowing that element B8c is excluded from the three outcome 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. If element B10a is higher than element B8a, that means that participants who exited for other reasons subsequently started a placement or that participants who exited for unsubsidized employment in a prior period have gotten a new placement in this period.

You can compare elements B10a and B10f to see what the success rate is for participants who start unsubsidized employment. B10f reports enrollments for participants who exited two quarters before the reporting period and started unsubsidized employment but did not achieve Q2 Employment with some employer by the end of the current quarter. The *Preliminary Employment Rate/Median Earnings* report will tell you which of these “failed” placements are due to undone Follow-up 1s and which are due to placements not lasting into the reporting quarter.

Finally, you can use elements B10c and B10d to evaluate the quality of the jobs into which you are placing participants. B10c, median starting wage in employment, in conjunction with B10e, the number of hours worked per week, is the best predictor of median earnings (measure E6). With B10b, the number of OJE placements, and B11, hours of paid training, you can begin to look at the effect of training on Q2 Employment.

Element B12 is designed to tell you the average number of hours per week that participants are working in community service. Community service must be part-time, meaning less than 40 hours per week. Although there is no rule regarding the number of hours per week that are permissible (as long as the hours are part-time), the national office has recommended that participants be provided 20 hours per week of community service.

Element B13 tells you the average duration of all participants in the project. The official measure is for the last 9 quarters. This element will enable grantees to manage the requirement that they maintain an average project duration of 27 months (or 36 months with an extension).

#### **IV. Section C. Community Service Assignments**

**Description.** This section of the QPR summarizes community service activity by combining community service assignment codes G1-G14 and E1-E14 (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.

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		

*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 except as a way to check on the total number of community service hours provided. The community service measure itself is reported in measure E2.

#### V. Section D. Participant Characteristics

*Description.* This section reports all participant characteristics from the Participant Form, including, in the last sub-section entitled Additional Measures, the priorities of service and the waiver factors for the durational limit that are components of the most-in-need measure (measure E3). Age and education have been grouped into standard demographic categories. For each characteristic, both the number and the percent of active participants represented by that number are displayed.

Most characteristics are determined at the time of enrollment. Age in elements D3 through D7 is calculated from the date of the eligibility determination. None of the characteristics that are priorities of service and are used in the Most in Need measure (D26-D31, D33, and D35) are permitted to be updated in the data system after the determination of eligibility. However, the characteristics that are waiver factors for the durational limit (elements D37 through D40) can be entered into SPARQ whenever they occur. The waiver factors are reported in Section D and counted in the Most in Need measure only in the program year in which they were first entered and in any subsequent year in which they are updated. Age 75 and over (element D32) is also a waiver factor and is calculated each time the QPR is generated.

D. PARTICIPANT CHARACTERISTICS							
		Q No.	Q %	YTD No.	YTD %	L4Q No.	L4Q %
Gender	1. Male						
	2. Female						
Age at Enrollment	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. Two or more races						
	15. 8 <sup>th</sup> grade & under						
	16. 9 <sup>th</sup> grade – 11 <sup>th</sup> grade						
	17. High School diploma or equivalent						
	18. 1 – 3 years college						
	19. Post-secondary certificate						
	20. Associate's degree						
	21. Bachelor's degree or equivalent						
	22. Some graduate school						
	23. Master's degree						
Additional Measures	24. Doctoral degree						
	25. Family income at or below the poverty level						
	26. Individuals with disabilities						
	27. Individuals with limited English proficiency						
	28. Individuals with low literacy skills						
	29. Individuals residing in rural areas						
	30. Individuals with low employment prospects						
	31. Individuals who failed to find employment after using WIA Title I						
	32. Individuals age 75 and over at date of report						
	33. Individuals who are homeless or at risk of homelessness						
	34. Displaced homemakers						
	35. Veterans (or eligible spouse of veteran) Post-9/11 era veterans						
	36. Individuals receiving public assistance						
	37. Individuals with severe disability						
	38. Individuals who are frail						
	39. Individuals old enough for but not receiving SS Title II						
	40. Individuals with severely limited employment prospects in areas of persistent unemployment						

*Use.* The information in this section is important for understanding the composition of your participant 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, elements 25 through 36 of Section D will tell you whether you are enrolling sufficient numbers of individuals with barriers to employment who are entitled to priority of service. Elements 32 and 37 through 40 will tell you whether your participants have the more serious barriers to employment that are used to determine waiver factors.

It is not always easy to determine if low performance on the Most in Need measure is due to the failure to enter the barriers to employment that participants actually have or is due to the failure to enroll participants who are truly most in need. If the demographics and characteristics in elements 1-24 of Section D are substantially different from those nationwide or from those in the Census for the areas being served, that may suggest that the problem involves failing to recruit and enroll those most in need of services.

## **VI. Section E. Core Performance Measures**

*Description.* Presented in this section are the seven core performance measures: three employment outcome measures, three SCSEP measures, and a new measure of effectiveness in serving employers, participants and host agencies. Participants whose exit reasons are 6.1(v)-(ix) are not included in the employment outcome measures. Also not included in these three measures are participants who return to the program or who re-enroll within 90 days of exit. For each performance measure in Section E, both the goal or target for the program year and the performance for the reporting period are given. The performance for each measure includes the number of records in the denominator and numerator.

The rules for determining the quarter and the program year in which the employment outcome measures are reported are essentially unchanged since July 1, 2007. Each employment outcome measure has an activity period and a reporting period. The activity period is the quarter or quarters in which the activity being measured must occur. The reporting period is the quarter in which the success or failure of the measure will be reported. Data for a measure can be entered into SPARQ as early as the first day of the reporting period, but it will not be reflected in the QPR until the reporting period has ended. The last day for entering data is the last day of the “fifth quarter” of the program year in which the reporting period falls, i.e., the September 30th following the end of the program year. For Q2 Employment (measure E4), the activity period and the reporting period are both the second quarter after the exit quarter. For Q4 Employment (measure E5), the activity period and the reporting period are both the fourth quarter after the exit quarter. For Median Earnings (measure E6), the activity period is the second quarter after the exit quarter but the reporting period is the third quarter after the reporting quarter; this delay in the reporting period allows grantees to collect and report complete wages for the second quarter after the reporting period.

A complete explanation of the timing rules for the reporting of the performance measures is included in the Supplement to the Unsubsidized Employment Form Guide of the Data Collection Handbook, Revision 7.3 (6/29/19), available on the Community of Practice.

<b>E. CORE PERFORMANCE MEASURES</b>					
<b>MEASURE</b>	<b>DESCRIPTION</b>	<b>GOAL/ TARGET</b>	<b>Q RATE</b>	<b>YTD RATE</b>	<b>L4Q RATE</b>
<b>1. Service Level</b>	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 modified community service positions		N =	N =	
			D =	D =	
<b>2. Community Service</b>	The number of hours of community service in the reporting period divided by the number of hours of community service funded by the grant minus the number of paid training hours in the reporting period		N =	N =	
			D =	D =	
<b>3. Service to Most in Need</b>	Average number of barriers per participant. The total number of the following characteristics: severe disability, frail; age 75 or older, old enough for but not receiving SS Title II, severely limited employment prospects and living in an area of persistent unemployment, limited English proficiency, low literacy skills, disability, rural, veterans, low employment prospects, failed to find employment after using WIA Title I, and homeless or at risk of homelessness divided by the number of participants who are active on the last day of the reporting period or who exited during the reporting period		N =	N =	N =
			D =	D =	D =
<b>4. Common Measures Employment Rate – 2nd Quarter after Exit</b>	The number of participants employed in the second quarter after the exit quarter divided by the number of participants who exited two quarters earlier		N =	N =	
			D =	D =	
<b>5. Common Measures Employment Rate – 4th Quarter after Exit</b>	The number of participants employed in the fourth quarter after the exit quarter divided by the number of participants who exited four quarters earlier		N =	N =	
			D =	D =	

MEASURE	DESCRIPTION	GOAL/ TARGET	Q RATE	YTD RATE	L4Q RATE
6. Common Measures Median Earnings	Of those participants who are employed in the second quarter after the quarter of program exit, the median value of earnings in the second quarter after the exit quarter				
			Count =	Count =	
7. Effectiveness in serving employers, participants and host agencies	Average annual ACSI for employers			Count = Response Rate =	
	Average annual ACSI for participants			Count = Response Rate =	
	Average annual ACSI for host agencies			Count = Response Rate =	

*Measure E1. Service Level.* This is the number of participants active at any time during the reporting period (element B3 plus element B4) divided by the number of modified positions (element A5). The numerator for this measure is cumulative, but the denominator is fixed.

*Measure E2. Community Service.* This measure reports the amount of community service provided compared to the amount of community service funded by the grant. The number of hours of community service (total hours paid minus paid training hours) is divided by the number of modified positions times 21 hours per week times the number of weeks in the reporting period, minus the number of paid training hours.

*Measure E3. Service to Most in Need.* This measure reports the average number of specified barriers to employment per participant. The total number of the specified priorities of service (elements D26 through D31, D33, and D35) and waiver of durational limit factors (elements D32 and D37 through D40) is divided by the number of participants active during the reporting period.

*Measure E4. Q2 Employment.* This measure reports the employment outcomes for all participants who exit the program. The number of exiters who have any wages in the second quarter after the quarter of exit (field 32(c) of the Unsubsidized Employment Form) is divided by the total number of participants whose second quarter after the exit quarter is during the reporting period.

*Measure E5. Q4 Employment.* This measure reports the employment outcomes for all exiters over a longer period than Q2 Employment. The number of exiters who have any

wages in the fourth quarter after the quarter of exit (field 34(c) of the Unsubsidized Employment Form) is divided by the total number of participants whose fourth quarter after the exit quarter is during the reporting period.

*Measure E6. Median Earnings.* This measure reports the median earnings during the second quarter after the quarter of exit for all exiters who were employed in the second quarter after the quarter of exit, i.e., who achieved Q2 Employment. The median is the midpoint of the total amount of wages for the second quarter after the quarter of exit (field 33(c) of the Unsubsidized Employment Form) for each participant who was employed in the second quarter after the exit quarter, arrayed from lowest to highest. This measure does include earnings from self-employment.

In the SPARQ QPR, the measure uses \$0 for wages of participants who were employed in the second quarter after the quarter of exit but do not have any wages reported. When SCSEP converts to its new data system and uses the common ETA QPR, if no wages are reported within the required reporting period for participants who were employed in the second quarter after the quarter of exit, credit for Q2 Employment will be cancelled.

*Measure E7. Effectiveness in serving employers, participants and host agencies.* 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 survey for employers is administered throughout the program year. The participant and host agency surveys are administered only once each year. The ACSI scores for employers, participants and host agencies are only reported once each program year, after the nationwide surveys have been analyzed.

*Use.* This section of the QPR reports performance on the seven core SCSEP measures. It allows you to see your current performance, your performance for the program year to date, and the last four quarters, which will provide the trend for each measure even at the start of the program year. 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 Q2 Employment has 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, if the trend is negative, you should consider systematic changes that will reverse the trend.

*Measure E1. Service Level.* Service Level is a measure that you can diagnose from the QPR. If the 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 existing participants. The ratio of new participants to carried-over participants is also helpful for this measure, as is the number of vacancies. Management

reports for pending applicants, applicants who have been determined eligible but not yet assigned, and waiting list can also be helpful in diagnosing Service Level problems.

*Measure E2. Community Service.* This measure reports how effectively you are using your grant to provide community service. You are held harmless for any paid training provided. The numerator is primarily affected by the number of participants enrolled (elements B3 and B4) and the total number of hours of community service provided (element C6). Because this measure does not reflect the distribution of community service hours among your participants, element B12 tells you the average number of community service hours per participant per week.

You can improve performance on this measure by enrolling more participants, reducing turnover time when enrolling new participants, assigning participants to more hours of community service per week, limiting leaves of absences, and ensuring that all paid hours are accurately reported in SPARQ each quarter. An edit in SPARQ requires you to enter total hours paid for each quarter in which a participant was active.

NOTE: While the grantee QPR will always contain accurate data for measures E1 and E2, sub-grantee QPRs will not be accurate for these measure unless their grantees have entered into SPARQ the proper count of authorized positions for each sub-grantee.

*Measure E3. 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 and the demographics in elements 1-24 to modify your enrollment practices if you need to increase the number of Most in Need factors per participant. 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. *Remember that you will receive Most in Need credit for the priorities of service as long as the participant is enrolled, but the waiver factors will only count for the program year in which they were first entered unless the data are re-documented in subsequent program years.*

*Measure E4. Q2 Employment.* The QPR does not report success or failure on this measure until the reporting period (the second quarter after the quarter of exit) has ended. Therefore, while the QPR will always provide you with accurate information about this measure, measure E2 cannot be used during the quarter for management purposes. For that, you will need to consult the management report, *Preliminary Employment Rate/Median Earnings*. This report tracks all participants who have an unsubsidized employment record and indicates their outcome status as currently entered into SPARQ. It allows you to focus your efforts on those exiters whose follow-ups have not yet been done and on those whose original placement was not successful and who still have time to get a new placement.

The summary section of this report contains a version of the Q2 Employment rate that provides real-time information. On the first day of the reporting period, the denominator of the Q2 Employment rate is fully populated while the numerator starts at zero for that quarter's cohort. Throughout the quarter, as each follow-up is done and successful Q2

Employments are entered into SPARQ, the numerator rises. This report does include records that are rejected by the QPR. The *Exited* report also tells you whether each exiter has achieved Q2 Employment.

Like the *Preliminary Employment Rate/Median Earnings* report, the *PY 2018 Follow-up* report 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 them in SPARQ. The *Exited* report will identify all participants who have exited for any reason and whether they exited for unsubsidized employment or subsequently had a placement. You can use this report 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 Q2 Employment.

Information in Section B of the QPR is also very helpful for managing the Q2 Employment rate. Total exits (element B3) minus exclusions (element B8c) will let you determine how many successful Q2 Employments you will need to reach your goal. Since those who exit for unsubsidized employment are most likely to achieve Q2 Employment, the ratio of exits for unsubsidized employment (element B8a) to total exits (element B3) is important. You should also pay attention to the ratio of exclusions (element B8c) to total exits since exclusions do not count for any of the outcome measures. Total placements (element B10a) compared to exits for unsubsidized employment (element B8a) will tell you how many enrollments for participants who exited for personal reasons nonetheless start unsubsidized employment or how many enrollments for participants who exited in a prior quarter have a placement in the current quarter.

Element B10f will tell you how many participants who started unsubsidized employment failed to achieve Q2 Employment. These unsuccessful placements may be due either to the placements not having lasted until the reporting quarter or to Follow-up 1 not having been done. The management report for pending follow-ups will tell you if there are undone Follow-up 1s. If so, you have until September 30 following the end of the program year to complete these follow-ups and receive credit in your Q2 Employment rate.

You can use the QPR to deconstruct your Q2 Employment rate for the current report quarter:

- Measure E4 gives you the counts for the numerator and denominator of the Q2 Employment Rate.
- The denominator comes from the exiters from two quarters prior. Subtract exclusions (element B8c) from total exits (element B3).
- Any changes in data since the freezing of the prior quarter, e.g., correction of rejects, could cause this calculation to be a little different from the actual denominator in measure E4.
- The numerator starts with all exiters from two quarters prior who began a placement (element B10a). This is close to your highest potential numerator.

- For the exiters from two quarters prior, the difference between element B10a and element B8a may tell you how many participants who exited for personal reasons nonetheless started a placement subsequently. If you continue to track exiters who left for personal reasons and they get a job in the reporting quarter, that would increase the potential numerator. There is no QPR field for this, but you can find these participants in the management report, *Preliminary Employment Rate/Median Earnings*.
- Subtract failed placements (element B10f) in the report quarter QPR from total placements (element B10a) to get the approximate numerator for the report quarter. Element B10f reports placements where the exit occurred two quarters prior and no Q2 Employment was recorded by the end of the report quarter.
- Failed placements can be due to follow-ups not being done or not being properly entered into SPARQ, or to the actual failure of the placement to last into the report quarter and a new placement not being started in the report quarter.
- Use the follow-up report to see how many undone follow-ups you have. Count any pending Follow-up 1 where the exit date was in the prior quarter.
- Undone follow-ups can be completed and entered into SPARQ until September 30 following the close of the program year.

If you are having trouble with the Q2 Employment rate, the QPR and the management reports will help you identify which of these causes might be at work:

- Follow-up 1 not completed or not properly entered into SPARQ
- Too many rejected records
- Too many participants exiting for reasons other than unsubsidized employment
- Too many participants exiting for other reasons not identified as exclusions
- Too few participants who exit for other reasons subsequently starting unsubsidized employment
- Too many participants starting unsubsidized employment but failing to be employed with some employer in the second quarter after the exit quarter

*Measure E5. Q4 Employment.* As with the Q2 Employment rate, the management reports are extremely useful for managing performance on this measure. The *PY 2018 Pending Follow-ups* report tracks pending follow-ups, and the *Preliminary Employment Rate/Median Earnings* report tracks all participants who have exited but not yet achieved Q4 Employment.. As it does for Q2 Employment, this report has a real-time counter for the Q4 Employment measure. The denominator will be fully populated on the first day of the reporting period, and the numerator will grow with each successful Follow-up 2 recorded. You will want to stay in close touch with the participants in this report to make sure that they are getting the support they need on their current jobs or to find them new jobs if the old jobs are not working out. Case management follow-up should be done early in each quarter regardless of when you do the follow-up for performance reporting. This is a measure where you cannot afford to be passive. If you do not contact the participant until you do Follow-up 2 for performance purposes, you will be too late to have any effect on the outcome.

*Measure E6. Median Earnings.* Median earnings are reported only for those participants who have Q2 Employment. The primary factors affecting this measure are median starting wage (element B10c and Unsubsidized Employment Form field 16), average number of hours of work per week (element B10e and Unsubsidized Employment Form field 18), and number of weeks of employment in the second quarter after the exit quarter (not recorded). Average hours per week multiplied by average starting wage multiplied by 13 (the number of weeks in a quarter) should be a useful approximation of the Median Earnings measure. Median earnings must be reported for self-employed participants; however, they are not included in elements B10c and B10e.

In SPARQ, if the participant has Q2 Employment and you fail to enter any wages for Median Earnings, the calculation will treat that participant as having earned \$0. When SCSEP converts to its new data system and uses the common ETA QPR, if no wages are reported within the required reporting period for participants who were employed in the second quarter after the quarter of exit, credit for Q2 Employment will be cancelled.

*Measure E7. Customer Satisfaction.* The ACSI scores reported here are not sufficient by themselves to tell you how to improve services. Grantees 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.