

Integrated Data Collection and Performance Management

REFERENCE

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I. INTAKE AND REGISTRATION

Information required for state and federal reporting and performance calculation is gathered during the intake and registration process. The same basic information must be obtained during intake and registration (i.e., establishing characteristic information) for all customers.

As a result of changes in federal reporting requirements and to further the integration of workforce services, management, and reporting of service delivery, Local Workforce Development Boards (Boards) are required to capture common customer characteristics for all customers receiving qualifying services; collecting characteristics also is recommended when providing nonqualifying services. (See Section II, *Participation*, for a detailed explanation of qualifying and nonqualifying services.) This includes customers who are accessing services solely through WorkInTexas.com, using a Texas Workforce Center resource room, or receiving staff-assisted services. The Workforce Information System of Texas (TWIST) and WorkInTexas.com have been modified to capture required common customer characteristics.

All Customers

Common customer characteristics are always collected based on the customer's status as of the *date of participation*, which is the date participants receive their first qualifying service. (See Section II, *Participation*, for a detailed explanation of date of participation.)

Federal reporting requires slightly fewer characteristics for self-service customers. However, because many self-service customers subsequently receive staff-assisted services, it is recommended that Boards obtain all common customer characteristics for all customers when the first service is provided.

Note: Common customer characteristics are recorded by:

- the individual customers in WorkInTexas.com when registering for work; *or*
- Texas Workforce Center staff during the registration process and recorded in TWIST under *Intake-Common* when selecting the *Customer Information* icon.

The following common customer characteristics must be obtained from the customer and entered into TWIST or WorkInTexas.com for all customers.

- Social Security Number (SSN) (not required in WorkInTexas.com)
- Name and Address
- Date of Birth
- Gender*
- Ethnicity*
- Race
- Disability Status*
- Employment Status at Participation
- Military Information

*If this characteristic cannot be obtained because the customer refuses to provide the answer, then select *Refused to Answer* from the applicable dropdown field.

Staff-Assisted Customers

Additionally, the following customer characteristics must be collected for all customers who receive staff-assisted services. This information must be entered into TWIST or WorkInTexas.com.

- Date of Dislocation for Dislocated Workers or Trade Adjustment Assistance (TAA)
- Migrant Worker
- Highest Grade Completed
- School Status* [Workforce Investment Act (WIA) Youth only]
- Homeless
- Offender
- Pregnant or Parenting Youth
- Foster Care Youth
- Runaway Youth
- Limited English proficiency
- Family Status Information
- Displaced Homemaker

*Common customer characteristics for youth under U.S. Department of Labor (DOL) performance reporting now require that school status at date of first WIA-qualifying youth service (first youth service) be recorded on the *Program Detail* screen that contains the first youth service.

The *TWIST Customer Registration* form, available at <http://intra.twc.state.tx.us/intranet/gl/docs/twist-4.doc>, shows the possible choices for each common customer characteristic. [Note: The Intranet site is not available to the general public.]

All customer data must be collected using the *Customer Information – Intake-Common* screen. All tabs on the *Intake-Common* screen must be kept up to date. In addition, the *Common Measures* screen must be complete and accurate based on the participant's status at the date of participation. (Common Measures performance uses the *Common Measures* screen information.)

Additional customer information and characteristics required for a specific program's eligibility determination (e.g., WIA services) is collected on the *Specialized* service level tab on the *Customer Information – Intake-Common* screen.

A *period of participation* begins when a participant receives a qualifying service. If the participant has received Texas Workforce Commission (Commission)-funded services in the past, a new period of participation begins when a participant receives a qualifying service after being exited from the prior period of participation. *Exit* occurs when the

participant has not received a qualifying service for a period of 90 consecutive days (see Section III, *Exit*).

Reviewing and data entry of customer characteristic information in TWIST and WorkInTexas.com are discussed further in Section VII, *Service Tracking*, in the *Guide to Using TWIST* and in Chapter 4, *Job Seeker Administration*, in the *WorkInTexas.com User Guide*.

Note:

- Once data is entered in the applicable fields, the *Verified* button must be selected (verified means the information on the screen has been reviewed and a determination has been made that the information is correct and complete).
- Clicking *Verify and Continue with Save* will record the information for the new period of participation and record the ID of the Texas Workforce Center staff member updating the information. Clicking the *Verify and Continue with Save* button without having updated or verified the information on the form could result in sanctions during data validation or monitoring reviews.

II. PARTICIPATION

A customer is considered a participant upon receipt of a qualifying service from any Texas workforce system employment and training program. This includes customers who receive qualifying services through WorkInTexas.com from outside a Texas Workforce Center, as well as those who receive qualifying services at a Texas Workforce Center with or without staff assistance.

The date of participation is the start date of the first qualifying service. This opens a period of participation. A participant remains in a period of participation until exit, which occurs after a participant has not received a qualifying service for 90 days from any program or fund source, unless there is a planned gap in service prior to the provision of additional qualifying services (see Section III, *Exit*).

A period of participation is no longer program based. If a participant starts to receive qualifying services from one program and then begins receiving qualifying services from another program prior to exiting, the participant does not have two periods of participation. The participant has one period of participation in which he or she is receiving services from more than one program.

However, it is possible for a customer to have multiple periods of participation. If a participant exits—having gone 90 or more days without receiving a qualifying service from any program—and then receives a qualifying service, a new period of participation begins.

This means that customers can be counted as participants multiple times during a program year based on their exit from a period of participation. Because outcomes must be tracked for each participant's period of participation, the same customer can be counted in performance calculations more than once, based on each exit.

While qualifying services make a customer a participant and continue that customer's period of participation, customers also can receive nonqualifying services. The concept of qualifying and nonqualifying services is not intended to influence service delivery. Nonqualifying services can be important to customers and help them with their goals. However, these services are secondary in nature. Nonqualifying services do not make a customer a participant or extend a period of participation. If a customer receives only nonqualifying services, the customer never becomes a participant and is not included in any Common Measures performance calculations.

1. Qualifying services—intend to help job seekers:
 - improve their knowledge or skills;
 - obtain/retain employment; and
 - improve earnings.

Receipt of a single qualifying service makes a customer a participant and includes the customer in the applicable performance outcomes, unless one of the exclusions applies.

(See Section III, *Exit*, for detailed explanation of exclusions.) The following are examples of qualifying services:

- Labor market information
- Self-directed job search
- Seminars/workshops
- Group counseling
- Occupational training
- One-on-one counseling
- Leadership development
- Comprehensive objective assessment
- Trade Readjustment Allowances (TRA) benefits
- TAA-approved waiver

However, there are several service types that do not make a customer a participant but do extend a period of participation. For example, the *Planned Gap in Service* record is used to prevent a customer who has not received a qualifying service for 90 or more days from exiting when there is a specific plan for that customer to return later for qualifying services.

2. Nonqualifying services—do not make the customer a participant or prevent exit. The following are examples of nonqualifying services:

- Eligibility determination
- Intake/orientation
- Call-ins
- Follow-up services
- Other regular contacts with the customer to check employment status or educational progress
- Need for additional service
- Support services (except TAA job search and TRA)

Note: A list of all qualifying and nonqualifying services available in TWIST and WorkInTexas.com can now be accessed online at

http://www.twc.state.tx.us/development/plan/system_services_matrix_locked.xls.

This online list also includes maximum duration periods for each service—along with other reporting information—and will be updated as needed.

3. Maximum Duration of Services—service records for qualifying services and some nonqualifying services have maximum durations. However, this does not mean that reporting requirements impose a maximum duration for a service. Services still must be provided in accordance with the statutory and regulatory requirements, as well as the policies of the Commission and the Boards.

A maximum duration prevents an individual service record from remaining open indefinitely. If a customer must continue in a specific service after the end of the maximum duration on an individual service record, a second service record can be entered to extend the original service, with a new *Planned End Date*. Documentation for this second service must be entered in TWIST *Counselor Notes*. If the new service record is created within 90 days of the date that the last qualifying service closed, the participant will not exit. To simplify the process of adding subsequent service records when the initial record automatically closes, use the *Duplicate Service* function in TWIST.

Maximum durations for service records and the *Duplicate Service* function are discussed in Section VII, *Service Tracking*, in the *Guide to Using TWIST*, and in the online list of qualifying and nonqualifying services (http://www.twc.state.tx.us/development/plan/system_services_matrix_locked.xls).

4. Planned End Date—many service records have a maximum duration of one day. In some cases, the maximum duration is a fixed period, such as 90 or 180 days. However, in other cases, there is no fixed maximum duration. For example, training services have varied durations. A training code might be used for a training course that takes six weeks in one case and takes 120 days in another. To ensure that service records without fixed maximum durations do not remain open indefinitely, TWIST uses the *Planned End Date* of the service as the trigger to close the service record.

Therefore, all services require a *Planned End Date* to be entered on the *Service Tracking – Service Information* screen. This date may not exceed the service record’s fixed maximum duration where one exists. For training services in which there is no fixed maximum duration, the *Planned End Date* must be the last day the customer will be attending school or training. Likewise, on other service records without a fixed maximum duration, the *Planned End Date* must be the anticipated last day of service. A Board may extend the *Planned End Date* if the original date is determined to have been too short (assuming the new *Planned End Date* is no longer than the fixed maximum duration, if any).

Note: *Planned End Dates* for service records with fixed maximum durations are prepopulated when the service is entered. Texas Workforce Center staff may change the *Planned End Date* field to reflect the actual length of time the customer will be in the service, but may not leave the *Planned End Date* field blank or change it to extend beyond the maximum duration allowed.

III. EXIT

Exit occurs when:

- all qualifying services during a period of participation have ended;
- no qualifying service—from any program or fund source—has been provided to a customer for 90 days; and
- no planned gap in service is evident.

Because exit occurs when a person goes 90 days without receiving a qualifying service and without a planned gap in service, exit cannot be determined until 90 days after the completion of the last qualifying service. Once it is confirmed, the date of exit is retroactive to the end date of the last qualifying service received.

As previously noted, provision of a qualifying service after exit from a Common Measure (90 days with no service) results in the customer entering a new Common Measures period of participation; the customer will be included in performance measures twice (once for each period of participation).

Note: For individual program purposes, the *Program Detail* screen must be closed as required by the program's rules, regulations, and procedures. The *Exit Date* and *Exit Reason* entered on the *Program Detail* screen do not impact the common exit used by Common Measures. The *Program Detail* exit information is used to show when participants have completed an individual program and whether further services are needed (i.e., follow-up, outreach, etc.). A new *Program Detail* is required for participants returning to receive services.

Exception to Exit

Participants who have a planned gap in service that is greater than 90 days but less than 180 days are prevented from exiting. A planned gap in service is recorded in TWIST using *Service Code 11 – Planned Gap in Service*; this code must be used only when specific additional qualifying services are planned to be provided later.

Valid reasons for a planned gap in service include:

- a delay before the beginning of training;
- a health/medical condition;
- caring for a family member with a health/medical condition; or
- a temporary move from the area that prevents the customer from participating in services, including National Guard or other related military service.

Note: TWIST *Counselor Notes* must include documentation that supports the planned gap in service, including the:

- reason for the planned gap in service;
- estimated period of time (more than 90 days but less than 180 days); and
- services to be provided after the planned gap in service concludes and the customer returns.

More than one planned gap in service is allowed for a period of participation; however, the use of *Service Code 11 – Planned Gap in Service* should be used only to resolve issues that prevent the participant from completing program services that lead to employment or improved skills. In general, *Service Code 11 – Planned Gap in Service* is used infrequently and if used multiple times for the same participant it will be closely monitored.

Exclusions from Performance Measures

Occasionally, circumstances may justify a participant's exclusion from performance measures. Participants may be excluded from all Common Measures performance outcomes if they meet one of the following exclusions criteria at the time of exit or during the three calendar quarters after their exit quarter:

1. Institutionalized—residing in an institution or facility providing 24-hour support, such as a prison or a hospital, and expected to remain in that institution for at least 90 days. This does not apply to individuals with disabilities residing in institutions, nursing homes, or other residential environments or to individuals that participate in the federal Responsible Reintegration of Youthful Offenders program.
2. Health/Medical—receiving medical treatment that precludes entry into unsubsidized employment or continued participation in the program. This does not include temporary conditions expected to last less than 90 days.
3. Family Care—providing care for a family member that precludes entry into unsubsidized employment or continued participation in the program. This does not include temporary situations expected to last less than 90 days.
4. Deceased
5. Reserve Forces Called to Active Duty—member of the National Guard or a military reserve unit called to active duty for at least 90 days.
6. Relocated to a Mandated Residential Program (Youth Participants Only)—Participant is in the foster care system or any other mandated (residential or nonresidential) program and has moved from the area as part of such a program.

Note: Participants whose customer records contain invalid or missing SSNs will automatically be excluded from all Common Measures performance outcomes.

The new *Exclusions* tab under the *Performance Data* screen was created to record all exclusion reasons in one location in TWIST. Existing exclusion data will be converted to display in the new format. The new *Exclusions* tab eliminates:

- recording exclusions as an *Exit Reason* on the *Program Detail* screen;
- recording a *Service Completion Reason* under the *Service Tracking* screen; and
- using *Service Code 67 – Follow-up* for all programs, except WIA.

Note: For WIA only, TWIST *Service Code 67 – Follow-up* can be used for recording follow-up services to participants who have completed the program but have not exited Common Measures. After selecting *Service Code 67 – Follow-up*—initiating the 12-month time period—at least one follow-up service (service codes 100–117) must be provided.

There may be some circumstances in which an exclusion could be applied, but a Board chooses not to apply it. When an exclusion is applied, it excludes the participant from all Common Measures for performance outcomes. There is no way to selectively exclude participants from Common Measures.

IV. OUTCOME AND OUTPUT TRACKING AND REPORTING

Participants are tracked for performance outcomes once they exit (i.e., their period of participation ends when no qualifying services are received for 90 days). Outcome tracking follows exiters for up to three calendar quarters after the quarter of exit, unless an exclusion is applied. An exiter with a valid exclusion entered in TWIST is not included in any Common Measures for outcomes.

- Calculating Common Measures
Most Common Measures have a numerator and a denominator. To be considered in the numerator, an exiter or participant must be in the denominator. The performance outcomes are measured by calendar quarters (e.g., January–March, April–June, July–September, and October–December).
- Calculating Periods of Participation (i.e., date of participation, date of exit)
As well as performance outcomes, calculating periods of participation requires the merging of data from multiple automated information systems, such as:
 - TWIST;
 - WorkInTexas.com;
 - Learner Outcomes Tracking System (LOTS); and
 - Employer Tax System.

Because these automated systems do not share all data in real time, the Workforce Performance Reporting System is refreshed every weekend. This means that all Common Measures reports for that week will use the same set of data. After the next weekly load, numbers can change.

Note: Each year, the Commission provides Boards with the data entry deadlines through the issuance of a Workforce Development (WD) Letter.

- Data Sources
Most Common Measures utilize *true wage records* and *supplemental records of employment*. Some measures use administrative records.
 1. True wage records include:
 - Texas UI wage records from the Employer Tax System;
 - UI wage records obtained from other states through the Wage Record Interchange System (WRIS); and
 - federal employment records.¹
 2. Supplemental records of employment are used to show employment in a given quarter when data is not available in UI wage records or federal employment records. Examples include information obtained from:

¹ U.S. Postal Service records are treated as supplemental records of employment because their data does not provide as precise wage amounts as the other federal employment records.

- the employer or participant recorded in an appropriate system;
- the Texas Office of Attorney General’s New Hire Reporting System; or
- job opening hire records from WorkInTexas.com.

3. Administrative records generally are used for recording educational outcomes but are also used to calculate output measures. They include:
 - service records;
 - literacy and numeracy test scores; and
 - educational outcome records showing that a recognized degree or certificate has been achieved.

- Degree or Certificate²

Two measures focus on achievement of a recognized degree or certificate. A recognized degree or certificate is one that employers acknowledge as a meaningful qualification (i.e., one that is preferred or required); generic work readiness certificates are excluded even if recognized by employers or industry groups.

Degree (i.e., diploma) and *certificate* are defined by DOL in Training and Employment Guidance Letter (TEGL) 17-05 at

http://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=2195.

- Population Levels

Common Measures can be run at a systemwide level or for any number of different subpopulations. Examples of subpopulations include:

- customers who receive specific types of service (staff assisted, training, etc.); and
- customers who participate in different programs and are associated with different fund codes.

A complete description of the population levels available on the Common Measures Reports is available at <http://intra.twc.state.tx.us/intranet/plan/html/plan-resources.html>.

The Commission is responsible for meeting numerous outcome, output, and efficiency measures specific to individual programs. Reporting these measures in the Monthly Performance Report makes it possible for the Commission to determine whether Boards require technical assistance to ensure they continue to serve all populations.

Common Measures Definitions

The following are general definitions of the Common Measures. Detailed descriptions of these measures and their calculations—including specifics about the reports they come from and whether the measures are contracted to the Boards—are available at

<http://intra.twc.state.tx.us/intranet/plan/html/plan-resources.html>.

The link also provides an audio/visual training series on Common Measures (and other performance-related measures) entitled “Performance Measures Primer.”

² These definitions come from TEGL 17-05, issued on February 17, 2006, but they also were also applied in TEGL 28-04, issued on April 15, 2005, and prior to that in TEGL 15-03, issued on December 10, 2003.

1. Entered Employment (based on state methodology)

This measure is applied to all program exiters who are unemployed at the date of participation, except WIA youth-only participants.

Denominator—the number of exiters unemployed at the date of participation.

The denominator includes participants who were employed but received:

- a notice of termination of employment;
- a Worker Adjustment and Retraining Notification or other notice that the facility or enterprise will close; or
- a notice of military separation.

Numerator—the number of exiters from the denominator employed by the end of the first calendar quarter after exit.

For this measure, *employed* is based on true wage records and supplemental records of employment. Board Contract Year 2007 (BCY'07) includes exiters from October 1, 2005, to September 30, 2006. BCY'08 includes exiters from October 1, 2006, to September 30, 2007. Each year, the included exiters will advance similarly.

2. Employment Retention

This measure is applied to all program exiters, except WIA youth-only participants.

Denominator—the number of exiters employed in the first calendar quarter after exit.

Numerator—the number of exiters from the denominator employed in the second and third quarters after exit.

True wage records and supplemental records of employment are used to determine employment. The employment in each quarter can be with different employers.

BCY'07 includes exiters from April 1, 2005, to March 30, 2006. BCY'08 includes exiters from April 1, 2006, to March 30, 2007. Each year, the included exiters will advance similarly.

3. Average Earnings

This measure is applied to all program exiters, except WIA youth-only participants.

Denominator—the number of exiters employed in the first, second, and third calendar quarters after exit, as evidenced by true wage records showing employment in each of the three quarters (i.e., excluding those whose only evidence of employment in any of the three quarters was based on supplemental records of employment).

Numerator—for the exiters from the denominator, the total earnings in the second and third calendar quarters after exit.

This measure uses only true wage records to record employment and calculate Average Earnings. BCY'07 includes exiters from April 1, 2005, to March 31, 2006. BCY'08 includes exiters from April 1, 2006, to March 30, 2007. Each year, the included exiters will advance similarly.

4. Educational Achievement

This measure is applied to exiters from all programs.

Denominator—the number of exiters who were in education or training intended to result in a recognized degree or certificate (see degree and certificate definitions in Part IV).

This measure requires that a determination be made on whether the education or training in which the exiter was enrolled is intended to result in a recognized degree or certificate. The determination is made when the education services are initially recorded using the *Degree/Certificate* checkbox.

Additionally, WIA youth participants are automatically included in the denominator if—at first youth service—the participants are enrolled in:

- high school (has not received diploma);
- an alternative school (has not received diploma); or
- a postsecondary school after completing high school.

Note: Exiters are excluded from this measure if they fail to achieve a degree or certificate because they enter employment.

Numerator—the number of exiters from the denominator who achieve a recognized degree or certificate by the end of the third calendar quarter after exit.

Some types of education or training services, such as high school or General Educational Development (GED), automatically include a participant in the denominator because they always are meant to result in a recognized degree or certificate. Other training services may not result in a recognized degree or certificate. To identify whether a training service results in a recognized degree or certificate, use the *Degree/Certificate* checkbox on the *Service Tracking – Service Information* screen.

Note: Previously, the default value for the *Degree/Certificate* checkbox was *yes*. Now, if the checkbox is set to *no*, an entry must be made in *TWIST Counselor Notes* indicating why the training will not result in a recognized degree or certificate.

The One-Stop fund source (i.e., *Fund Source 1 – OneStop*) is not a source for training services. TWIST does not allow the use of training service codes with the One-Stop fund source, unless an allowable sub-fund is used (see Technical Assistance Bulletin 119). In addition, training services that were previously entered in TWIST under the

One-Stop fund source have had the *Degree/Certificate* field checkmark removed and are no longer counted under this measure.

Except for WIA in-school youth, this measure's denominator is based on a Board's decision to put a customer in education that is intended to result in a recognized degree or certificate. Therefore, if two Boards serve the same customer, but only one training service is recorded that is intended to result in a recognized degree or certificate (and the customer is not a WIA in-school youth), the customer will be included in the Educational Achievement measure of the Board that recorded the service.

True wage records and supplemental records of employment are used to record post-exit employment. Administrative records are used to report achievement of a degree or certificate for the measure.

BCY'07 includes exiters from October 1, 2005, to September 30, 2006. BCY'08 includes exiters from October 1, 2006, to September 30, 2007. Each year, the included exiters will advance similarly.

5. Attainment of a Degree or Certificate (similar to Educational Achievement)
This measure is applied to WIA youth-only exiters.

Denominator—the number of youth exiters who were in education or training intended to result in a recognized degree or certificate (see degree and certificate definitions in Part IV).

At first youth service, a WIA youth participant is automatically included in the denominator if the participant is enrolled in:

- high school (has not received diploma);
- an alternative school (has not received diploma); or
- a postsecondary school after completing high school.

Otherwise, this measure requires that a determination be made on whether education or training that the exiter was enrolled in was intended to result in a recognized degree or certificate.

Note: The main difference between this measure and the Educational Achievement measure is that exiters are *not* excluded from this measure if they fail to achieve a degree or certificate because they enter employment.

Numerator—the number of youth exiters from the denominator who receive a recognized degree or certificate by the end of the third calendar quarter after exit.

Administrative records are used to report achievement of a degree or certificate for this measure. The degree or certificate must be entered on the *Performance Data – Performance Outcomes* tab for the exiter to be in the numerator.

See *Educational Achievement* for additional methodology and operational parameters.

BCY'07 includes exiters from October 1, 2005, to September 30, 2006. BCY'08 includes exiters from October 1, 2006, to September 30, 2007. Each year, the included exiters will advance similarly.

6. Placement in Employment or Education

This measure is applied to WIA youth-only exiters.

Denominator—the number of exiters who, at date of first youth service, are:

- *not* employed;
- *not* in the military; and
- *not* in postsecondary education.

Numerator—the number of exiters from the denominator who, in the first calendar quarter after exit, are:

- employed;
- in the military; or
- enrolled in:
 - postsecondary education;
 - advanced training; or
 - occupational skills training.

True wage records and supplemental records of employment are used to record post-exit employment. Administrative records are used to report enrollment in postsecondary education, advanced training, or occupational skills training.

BCY'07 includes exiters from October 1, 2005, to September 30, 2006. BCY'08 includes exiters from October 1, 2006, to September 30, 2007. Each year, the included exiters will advance similarly.

7. Literacy and Numeracy Gains

This measure is applied to WIA youth participants and exiters who were *out of school* at the date of their first youth service and were determined to be basic-skills deficient.

Basic-skills deficient applies to WIA out-of-school youth who:

- compute or solve problems and read, write, or speak English at or below an eighth-grade level; or
- are unable to compute or solve problems and read, write, or speak English at a level necessary to function on the job, in their family, or in society.

An out-of-school youth is an eligible youth who is a school dropout or who has received a secondary school diploma or its equivalent, but is basic-skills deficient, unemployed, or underemployed. This includes all youth except those who are attending:

- any school and have not received a secondary school diploma or its recognized equivalent; or
- a postsecondary school and are not basic-skills deficient.

Note: The determination of in-school or out-of-school status is made only at the date of first youth service.

Denominator—the number of WIA youth who:

- were out of school at the date of their first youth service;
- were basic-skills deficient in reading, total math, or language (as determined by administering a DOL-approved testing tool); and
- reached an anniversary date of their first youth service or exited in less than one year.

Excluded are those who have completed at least one year in WIA youth services (having been counted in the measure once) but who will exit prior to their next anniversary date.

Numerator—the number of out-of-school youth from the denominator who demonstrate an increase of one or more educational functioning levels at the one-year anniversary date from their first youth service.

Note: To be in the numerator, a youth must increase from one educational functioning level to a higher one. Positive improvement within an educational functioning level (i.e., improvement that does not show that the youth has moved to the next educational functioning level) does not count in the numerator.

DOL requires that WIA out-of-school youth be:

- pre-tested within 60 days following the date of their first youth service if they were not tested within the six months prior to the date of their first youth service (the test administered must be a DOL-approved test); and
- post-tested at least once, no later than one year from the first youth service or at exit (whichever is earlier).

For further information on literacy and numeracy testing for out-of-school youth, see WD Letter 61-06, Change 1.

BCY'07 includes all basic-skills deficient WIA out-of-school youth who:

- received their first youth service on or after July 1, 2005, and reached an anniversary between July 1, 2006, and June 30, 2007; or
- exited before their first anniversary.

BCY'08 includes all basic-skills deficient WIA out-of-school youth who:

- received their first youth service on or after July 1, 2005, and reached an anniversary between July 1, 2007, and June 30, 2008; or

- received their first youth service on or after July 1, 2006, and exited before their first anniversary.

Each year, the included periods of measurement and the customers included will advance similarly.

Output Measures

Output measures focus on overall impact, looking at the number of customers served and the number of exiters.

1. Customers Served—the total number of participants served.
2. Exiters—the total number of exiters.

Efficiency Measures

Efficiency measures focus on the amount of money or time spent achieving outcomes.

1. Average Monthly Cost per Customer Served
The denominator is the average number of customers served during the performance period, with each customer counting once for the month in which the customer was served. The numerator is the total expenditures during the performance period. This measure will no longer be used beginning in BCY'08.
2. Average Cost per Customers Served
The denominator is the unduplicated number of customers served during the performance period, with each customer counting once during the performance period no matter how many times the customer was served. The numerator is the total expenditures during the performance period. This measure will be used beginning in BCY'08.
3. Median Days in Service
The median number of days between the date of participation and the date of exit. If no exit has occurred, the median days of service are the number of days between the date of participation through the end of the report period.