

JOB SERVICE PERFORMANCE

DLR will collect and report data for each job service office quarterly.

DATA COLLECTION

The following performance reports will be gathered on a quarterly basis and reported to the Directors of the Administrative Services, Employment Services, and Workforce Training Divisions, and the One-Stop Operator. This information will be shared with job service managers and labor program specialists as appropriate. Reports will be issued within 60 days from the end of each quarter.

After each quarter, the Employment Services Division will be responsible for compiling the data for the number of participants per program and the performance indicators outlined in WIOA Section 116. The Administrative Services Division will be responsible for compiling data to identify the caseload per FTE and per participant cost for each office.

Performance Reports:

- Job Service office FTE per program divided by the number of participants per program.
- Direct cost per participant (meaning training, work experience, support service, and youth incentive costs as appropriate) per Job Service office.
- Performance indicators outlined in WIOA Section 116 (or DLR [Performance Indicators](#) Policy 6.3) per local office.

RESULTS

Data will provide insight into trends and identification of training needs. Results will be utilized in the One-Stop certification process, staffing discussion as openings come available in the job service offices, identifying technical assistance needs, and to assist managers in guiding and developing the talent in their office.

January 1, 2019
WIOA Section 116(e)