

1. Customer Experience – Net Promoter scores for the appropriate timeframe
2. Overall Placements - all 750s, 760s, 850s, 860s, 880s and 882s for the appropriate time frame.
3. Board Quality Assurance Review – Calculation of the error rate from the most recent Board Quality Assurance Review
4. Case Management (Adult/DW) - the services (and contents of the accompanying case note) for all open and enrolled WIOA Adults and DWs not in follow-up
5. Case Management (Youth) - the services (and contents of the accompanying case note) for all open and enrolled WIOA Youth not in follow-up
6. Adult Entered Employment Rate – Adult cases that closed in the reporting period with employment
7. Dislocated Worker Entered Employment Rate – Dislocated Worker cases that closed in the reporting period with employment
8. Adult Credential Attainment Rate - Adult cases closed in the reporting period who were enrolled in education as compared to the number of Adults who were closed due to the attainment of a post-secondary certification
9. Dislocated Worker Credential Attainment Rate - DW cases closed in the reporting period who were enrolled in education as compared to the number of DWs who were closed due to the attainment of a post-secondary certification
10. Youth Placement in Employment/Education - Youth cases closed in the reporting period who were not in post-secondary education, employment, or the military at participation as compared to all Youth cases who were closed successfully in the reporting period
11. Youth Credential Rate - Youth cases closed in the reporting period who were enrolled in education as compared to the number of Youth who were closed due to the attainment of a diploma, GED or certification in the reporting period
12. Welfare Participation Rate (TANF) – Number of families receiving TANF that includes a work-eligible adult/minor head-of-household who is engaged in work for the month
13. Welfare Entered Employment Outcome Rate – Unduplicated TANF cases that close due to earned income or that have unsubsidized employment open in the MIS during the reporting period
14. Adult Wage Rate (Tracking Purposes Only) - Adult cases closed in the reporting period who were closed as compared to the number of Adults who were closed with employment and wages above the LLSIL
15. Adult/Dislocated Worker Training Employment Rate - Adult and DW cases closed in the reporting period who were closed as compared to the number of Adults and DWs who were closed with a credential and employment.
16. Work Experience Employment Rate (Tracking Purposes Only) – Adult/Youth cases enrolled in Work Experience in the reporting period who completed training as compared to the number of Adults/Youth who completed training and found employment within 6 months of completion date