

# Outcomes for Services

## Draft Matrix of Recommended Measures and Outcomes

<b>Measure</b> (Description / Definition)	<b>Success Indicators/Initiatives</b> (What we do—how many, etc.)	<b>Outcome</b> (Results)
1. <b>Obtained employment</b> a. who receive Core services b. who receive Mediated services c. in a Demand Sector d. who are Veterans e. who are TANF recipients f. who are Food Stamp recipients g. who are UI claimants	<ul style="list-style-type: none"> <li>▪ TANF participation rate</li> <li>▪ GA/E&amp;T positive closures</li> <li>▪ WOTC placements</li> <li>▪ Number of customers in apprenticeships</li> <li>▪ Job development</li> <li>▪ Referrals to partners</li> <li>▪ Training/Education/OJT</li> <li>▪ Assessment/Workshops</li> <li>▪ Internships</li> <li>▪ Choose to Work</li> <li>▪ Enhance effectiveness of Core Services</li> <li>▪ LMI</li> <li>▪ MOUs/partnership agreements that have clearly defined outcomes</li> <li>▪ Use of pathways/ access points to skill demand training.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Self-sufficient customers</li> <li>▪ Quality service</li> <li>▪ Workforce development</li> </ul>
2. Decrease <b>length of time from first service to employment</b> a. who receive Core services b. who receive Mediated services c. in a Demand Sector d. who are Veterans e. who are TANF recipients f. who are Food Stamp recipients g. who are UI claimants	<ul style="list-style-type: none"> <li>▪ Workshops</li> <li>▪ UI Profiling</li> <li>▪ Assessment</li> <li>▪ Referrals to partners</li> <li>▪ WOTC placements</li> <li>▪ Choose to Work</li> <li>▪ Training/Education/OJT</li> <li>▪ LMI</li> <li>▪ MOUs/partnership agreements that have clearly defined outcomes</li> </ul>	<ul style="list-style-type: none"> <li>▪ Quality service</li> <li>▪ Workforce development</li> <li>▪ Reduced costs</li> </ul>

<b>Measure</b> (Description / Definition)	<b>Success Indicators/Initiatives</b> (What we do–how many, etc.)	<b>Outcome</b> (Results)
<b>3. Employment Retention</b> a. who receive Core services b. who receive Mediated services c. in a Demand Sector d. who are Veterans e. who are TANF recipients f. who are Food Stamp recipients g. who are UI claimants h. in the Incumbent Worker Training Program	<ul style="list-style-type: none"> <li>▪ Appropriate training is provided</li> <li>▪ Supportive services</li> <li>▪ Workshops</li> <li>▪ Assessment</li> <li>▪ Referrals to partners</li> <li>▪ Choose to Work</li> <li>▪ Training/Education/OJT</li> <li>▪ LMI</li> <li>▪ MOUs/partnership agreements that have clearly defined outcomes</li> <li>▪ Use of pathways/ access points to skill demand training</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reduced costs</li> <li>▪ Self-sufficient customers</li> <li>▪ Quality service</li> <li>▪ Workforce development</li> </ul>
<b>4. Earnings</b> a. who receive Core services b. who receive Mediated services c. in a Demand Sector d. who are Veterans e. who are TANF recipients f. who are Food Stamp recipients g. who are UI claimants h. in the Incumbent Worker Training Program	<ul style="list-style-type: none"> <li>▪ Appropriate training is provided</li> <li>▪ Supportive services</li> <li>▪ Workshops</li> <li>▪ Assessment</li> <li>▪ Referrals to partners</li> <li>▪ Choose to Work</li> <li>▪ Training/Education/OJT</li> <li>▪ LMI</li> <li>▪ MOUs/partnership agreements that have clearly defined outcomes</li> <li>▪ Use of pathways/ access points to skill demand training</li> </ul>	<ul style="list-style-type: none"> <li>▪ Reduced costs</li> <li>▪ Self-sufficient customers</li> <li>▪ Quality service</li> <li>▪ Workforce development</li> </ul>

<p style="text-align: center;"><b>Measure</b> (Description / Definition)</p>	<p style="text-align: center;"><b>Success Indicators/Initiatives</b> (What we do–how many, etc.)</p>	<p style="text-align: center;"><b>Outcome</b> (Results)</p>
<p>5. Percent of <b>new hires receiving DWS services achieving locally defined self-sufficiency wage</b> (by county or service delivery area).</p>	<ul style="list-style-type: none"> <li>▪ TANF participation rate</li> <li>▪ GA/E&amp;T positive closures</li> <li>▪ WOTC placements</li> <li>▪ Apprenticeships</li> <li>▪ Job development</li> <li>▪ Referrals to partners</li> <li>▪ Training/Education/OJT</li> <li>▪ Assessment/Workshops</li> <li>▪ Choose to Work</li> <li>▪ Obtained employment</li> <li>▪ Increase number of customers entering pathway for Demand industry partnerships</li> <li>▪ MOUs/partnership agreements that have clearly defined outcomes</li> <li>▪ Use of pathways/ access points to skill demand training</li> </ul>	<ul style="list-style-type: none"> <li>▪ Self-sufficient customers</li> <li>▪ Quality service</li> </ul>
<p>6. <b>Education Completion Rate</b>  a. Attainment of ESL certificate  b. Attainment of certificate/credential that is recognized in Demand Sector  c. Attainment of partnership-developed certificate and/or credential  d. Percentage of participants receiving training in Demand Sector occupations  e. High school diploma/GED  f. Incumbent worker certificate/completion</p>	<ul style="list-style-type: none"> <li>▪ TANF participation rate</li> <li>▪ Referrals to partners</li> <li>▪ Training/Education</li> <li>▪ Assess customers for suitability of training in demand sectors</li> <li>▪ Skills attainment &amp; certifications</li> <li>▪ Fill labor demands of sector strategies</li> <li>▪ MOUs/partnership agreements that have clearly defined outcomes</li> <li>▪ Use of pathways/ access points to skill demand training</li> </ul>	<ul style="list-style-type: none"> <li>▪ Workforce development</li> <li>▪ Quality service</li> <li>▪ Self-sufficient customers</li> </ul>
<p>7. <b>Apprenticeships and OJTs</b> in Demand Sector occupations</p>	<ul style="list-style-type: none"> <li>▪ Develop appropriate worksites to refer customers</li> <li>▪ Educate employers on access</li> <li>▪ Train employees on the use of OJTs and apprenticeships</li> <li>▪ Skills attainment &amp; certifications</li> <li>▪ Fill labor requirements of Demand sectors</li> <li>▪ MOUs/partnership agreements that have clearly defined outcomes</li> <li>▪ Use of pathways/ access points to skill demand training</li> </ul>	<ul style="list-style-type: none"> <li>▪ Workforce development</li> <li>▪ Quality service</li> <li>▪ Self-sufficient customers</li> </ul>

<b>Measure</b> (Description / Definition)	<b>Success Indicators/Initiatives</b> (What we do–how many, etc.)	<b>Outcome</b> (Results)
8. Reduce UI customer <b>duration rate</b> .	<ul style="list-style-type: none"> <li>▪ Profiling</li> <li>▪ RES interface</li> <li>▪ Job development</li> <li>▪ Workshops</li> <li>▪ Training</li> <li>▪ Reduction in employer UI tax rate</li> </ul>	<ul style="list-style-type: none"> <li>▪ Workforce development</li> <li>▪ Quality service</li> <li>▪ Self-sufficient customers</li> <li>▪ Reduced costs</li> </ul>
9. Percent of UWORKS Job Orders and Percent of UWORKS Job Seekers	<ul style="list-style-type: none"> <li>▪ Targeted services by BCLs to Demand industries</li> <li>▪ Marketing</li> <li>▪ Employer engagement; targeted, direct services</li> <li>▪ Screen applicants for qualifications</li> <li>▪ Assess for work readiness</li> <li>▪ Enhance UWORKS</li> <li>▪ Increase job seekers registering in UWORKS</li> <li>▪ Increase employers usage of UWORKS</li> <li>▪ Increase penetration rate (% of employers listing jobs in system)</li> <li>▪ Increase job orders in Demand sector industries</li> <li>▪ Percentage of job orders filled (measured through lost placements)</li> <li>▪ Number of customers seeking jobs in demand jobs/industries.</li> <li>▪ MOUs/partnership agreements that have clearly defined outcomes</li> <li>▪ Use of pathways/ access points to skill demand training</li> </ul>	<ul style="list-style-type: none"> <li>▪ Optimize asset utilization - dynamic labor exchange system.</li> <li>▪ Self-sufficient customers</li> <li>▪ Workforce development</li> <li>▪ Quality service</li> </ul>
10. Customer Satisfaction	<ul style="list-style-type: none"> <li>▪ Increase in employer penetration rate</li> <li>▪ Increase in work registrations on jobs.utah.gov</li> <li>▪ Decrease in agency-related complaints</li> </ul>	<ul style="list-style-type: none"> <li>▪ Quality service</li> </ul>

**Overall measure for Demand Driven concept:** Do not create a negative funding result to customers by increasing administrative costs.

Note: Additional outcome measures suggest by Demand Driven Steering Team members. Measures are not currently included in the matrix because entire Outcome Team has not had the opportunity to discuss them.

- Time taken to fill a job opening/position
- Cost of recruitment
- Business productivity and operations improvement (rate of change of output, revenue, etc.)

These measures would need employer input i.e.: survey, data collection, etc.