

# Effectiveness in Serving Employers Specifications

## METHODOLOGY FOR CALCULATING ESE

The calculation methodology used to determine the outcome rate for the four approaches, as determined by DOL, are defined below.

- **Retention with the Same Employer:** The number of participants with wage records who exit during the reporting period and were employed by the same employer during the second quarter after exit and the fourth quarter after exit *DIVIDED* by the number of participants with wage records who exit and were employed during the second quarter after exit
- **Repeat Business Customer:** The total number of establishments, as defined by the BLS QCEW program, serviced during the current reporting period (i.e., one program year) and that during the prior three reporting periods have used core program services more than once *DIVIDED* by the number of establishments, as defined by BLS QCEW, served during the current reporting period
- **Employer Penetration:** The total number of establishments, as defined by the BLS QCEW program, that received a service or, if it is an ongoing activity, are continuing to receive a service or other assistance during the reporting period *DIVIDED* by the total number of establishments, as defined by BLS QCEW. This measure is a unique count of employers using WIOA core programs. If an establishment receives, or continues to receive, more than one service during the reporting period (i.e., during the program year), that establishment should be counted only once in this calculation.
- **Employer Service Quantity:** The number of unique establishments that received each of the services, as defined below. This is not a percentage to be calculated; it is a number based on the quantity of services.

## EMPLOYER SERVICE QUANTITY

The different categories of WIOA core program services that may be counted when calculating levels of performance for the effectiveness in serving employers indicator are defined below.

### I. Employer Information and Support Services

The total number of establishments that, during the reporting period, received staff-assisted services designed to educate them about and engage them in the local job market/economy and the range of services available through the SC Works system. Information may be provided in a variety of service interventions including orientation sessions, workshops, or other business consultations. Information and support services delivered to establishments through mass mailings or communications, “cold” calling or other follow-up contacts, and regular newsletters, brochures, or publications are not reportable services under this category.

These services include, but are not limited to, providing information on:

- State and federal tax credits or workforce investment incentives (e.g., WOTC)

- Customized workforce information on state, regional, and local labor market conditions, industries, occupations, and the characteristics of the workforce, skills businesses need, local employment dynamics information, worker supply and demand, business turnover rates, job creation, and job identification of high growth and high demand industries
- Proactive linkage and referral of establishments to community resources that support their workforce needs

## **II. Workforce Recruitment Assistance**

The total number of establishments that, during the reporting period, received workforce recruitment assistance from staff or remotely through electronic technologies.

These services include, but are not limited to, assisting employers to meet their human capital and skilled workforce needs by:

- Supporting employers' search for qualified candidates
- Securing information on job requirements and providing employers with SC Works center staff support for candidate screening and pre-employment interviews at the SC Works center or on-site at the place of business
- Taking job order information and promoting the employment opportunities (advertising the opening to the workforce)
- Conducting special recruitment efforts, including out-of-area or out-of-state recruitment for candidates with special skills
- Organizing, conducting, and participating in job fairs
- Providing employers with space at the SC Works center for screening and interviewing
- Conducting pre-employment testing, background checks, and assistance in completion of the IRS form I-9 paperwork
- Providing employer with job and task analysis services and absenteeism analysis

## **III. Engaged in Strategic Planning/Economic Development**

The total number of establishments that, during the reporting period, were engaged in either workforce investment strategic planning or business growth and economic development strategic planning.

These activities could include, but are not limited to:

- Participating in community-based strategic planning
- Sponsoring employer forums
- Securing information on industry trends
- Providing information for the purpose of corporate economic development planning
- Partnering in collaborative efforts to identify workforce challenges and developing strategies to address those challenges

## **IV. Accessing Untapped Labor Pools**

The total number of establishments that, during the reporting period, established pipeline activities in partnership with the public workforce system.

Activities include, but are not limited to:

- Outreach to youth, veterans, individuals with disabilities, older workforce, ex-offenders, and other targeted demographic groups
- Industry awareness campaigns
- Joint partnerships with high schools, community colleges, or other education programs to improve skill levels
- Programs to address limited English proficiency and vocational training

#### **V. Training Services**

The total number of establishments that, during the reporting period, received publicly funded training assistance, including customized training, on-the-job training (OJT), and incumbent worker training (IWT).

#### **VI. Rapid Response/Business Downsizing Assistance**

The total number of establishments that, during the reporting period, received an initial on-site visit or contract to either (a) discuss the range of Rapid Response services and other assistance available to workers and employers affected by layoff, plant closures, or natural disasters, or (b) plan a layoff response following notification of a current or projected permanent closure or mass layoff, including natural or other disasters.