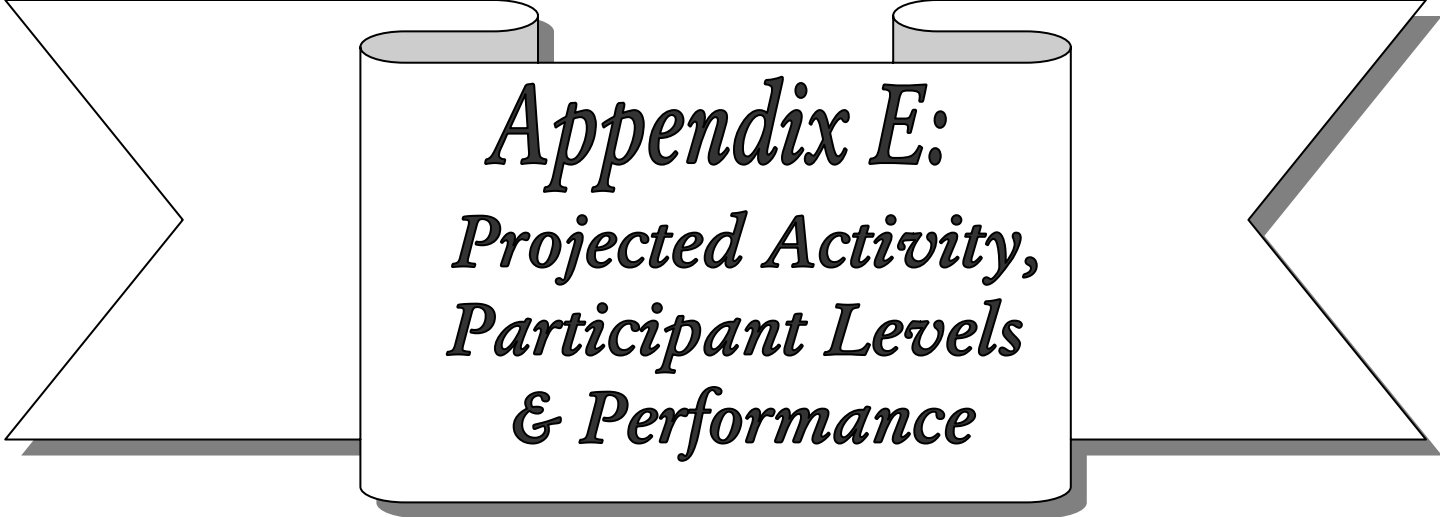


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A graphic featuring a central white rectangular box with rounded corners and a drop shadow, containing the title text. The box is flanked by two white arrow-shaped banners pointing towards each other. The entire graphic is set against a background of two horizontal lines at the top and bottom of the page.

# ***Appendix E: Projected Activity, Participant Levels & Performance***

- E1: Measures for Employers***
  - E2: Food Stamp Employment and Training Projected  
Participant Numbers (Not submitted.)***
  - E3: Performance Management Process***
  - E4: Wagner-Peyser Texas Workforce Commission  
(TWC) Performance Measures (Not submitted.)***
  - E5: Welfare-to-Work Projected Participant Levels  
(Not submitted.)***
  - E6. Project Re-Integration of Offenders Performance  
Measures (Not submitted.)***
  - E7. TANF Choices Projected  
Participant Levels (Not submitted.)***
  - E8. Federal Common Measures (Not submitted.)***
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# *Projected Activity, Participant Levels and Performance*

## **E1. Measures for Employers**

The Texas Workforce Commission has established measures that evaluate services to employers. The following are the employer services performance measures and their definitions for State Fiscal Year 2004, and a narrative to explain the **evaluation process** the Board uses to review its current delivery of services to employers and resulting outcomes. Also provided are **strategies and operational procedures** to meet these measures.

**Job Openings Filled** is the number of job openings (all service levels) filled, excluding job openings of 1 to 3 days in duration. This number is based on job openings filled with a placement date within the State Fiscal Year.

This measure is evaluated by reviewing data from the Employment Services computer system. Strategies to meet this measure include the continued monitoring of the quality of job orders and referrals and training to ensure staff are knowledgeable about current job openings and the referral process. Operational procedures in place include at least quarterly monitoring of the quality of referrals, semi-annual staff training for the employment services system, an individual job match search during the intake process and for individual customers in intensive job search activities, customer training during intake to search for matches in the resource room and the process to obtain a referral for job openings, employment services staff working to keep job orders current.

**Market Share** is the number of employers that list at least one job order with Texas Workforce Centers during the State Fiscal Year. The calculation is based on employers with liable-active or pending tax account numbers. Each tax account number is counted only once during the performance period for the Workforce Area.

This measure is evaluated by reviewing TWIST reports and other employment services system data. Strategies to meet this measure include staff training to ensure quality input data and continued employer outreach. Operational procedures in place include assignment of knowledgeable staff in each workforce center to correct tax identification numbers used on job orders in the job matching system, coordination with local tax office staff to obtain correct tax identification numbers, ensure that job development/business service staff obtain accurate tax account information from the employer when writing a new job order, maintain quality job contacts with employers to maintain current job orders as needed for the employer, assignment of staff to review reports that record employer tax identification numbers monthly to correct numbers as needed.

**Employer Sustainability** is the number of employers, who listed a job order across multiple years. The number is based on employers who listed a job order in the first of three State Fiscal Years and listed another job order in either the second or third year. The calculation is based on employers with liable-active or pending tax account numbers.

This measure is evaluated by reviewing employment services system data and other TWC information. Strategies to meet this measure include staff training to ensure quality input data, quality employer outreach and employer satisfaction. Operational procedures in place include quality data input, employer outreach to obtain job orders and make employers aware of the services available, and follow-up with the employer following services to ensure services were satisfactory.

**Initial Claimants Placed** is the number of initial claimants placed into jobs during the State Fiscal Year. For the purposes of this measure, claimants are defined as all individuals filing an initial claim for Unemployment Insurance, who are required to register for work.

This measure is evaluated by reviewing employment services system data. Strategies to meet this measure include continued use of the worker profiling system, quality intake and customer referrals. Operational procedures in place include customer identification and outreach each week through the worker profiling system to provide an orientation, job registration, individual search of job matches and referrals as appropriate. Customers are also taught how to review job openings and receive referrals to appropriate jobs.

**Initial Claimants Placed within Ten Weeks** is the number of initial claimants placed into jobs within ten weeks of the initial claim date during the State Fiscal Year. For the purposes of this measure, claimants are defined as all individuals filing an initial claim for Unemployment Insurance, who are required to register for work.

This measure is evaluated by reviewing employment services system data. Strategies to meet this measure include continued use of the worker profiling system, quality intake and customer referrals. Operational procedures in place include customer identification and outreach each week through the worker profiling system to provide an orientation, job registration, individual search of job matches and referrals as appropriate. Customers are also taught how to review job openings and receive referrals to appropriate jobs.

## **E2. Food Stamp Employment and Training Projected Participant Numbers**

E2a. Not submitted at this time.

E2b. Not submitted at this time.

## **E3. Performance Management Process**

## LWDA CONTRACTED PERFORMANCE MEASURES

**Deep East Texas  
DECEMBER 2003**

Summary	Number of Measures	Exceeding	Meeting	Not Meeting	OTY Improving (+)	OTY Same or N/A (= or N/A)	OTY Declining (-)
		18	7	7	12	16	15

Performance Periods	Measure Category	Performance Period
	Measures for Employers, FSET, Child Care, Choices, Employer Services, & Project Rio	09/01/03 - 12/31/03
	Employment Services	Entered Employment Rates 07/01/02 - 12/31/02 Retention Rates Are Unavailable Employer Customer Satisfaction Rates 07/01/03 - 09/30/03 Job Seekers Customer Satisfaction Rates 07/01/03 - 09/30/03
	WIA Program Year 2003	Entered Employment Rates 10/01/02 - 03/31/03 Retention Rates Are Unavailable Earnings Gains Rates Are Unavailable Credential Rates 10/01/02 - 12/31/03 Employer Customer Satisfaction Rates 07/01/03 - 09/30/03 Participant Customer Satisfaction Rates 07/01/03 - 09/30/03 Younger Youth Skill Attainment Rates 07/01/03 - 12/31/03 Younger Youth Diploma Rates 07/01/03 - 12/31/03

Measure Category	Specific Measure Name	Monthly Num/Den	Monthly Actual	YTD Num/Den	YTD Actual	Target	% of Target	Measure Status	Board Rank	OTY Change
Measures for Employers	Initial Claimants Placed	<del>52</del>	76	<del>225</del>	408	1,205	101.58%	Meeting	2	N/A
	Initial Claimants Placed Within Ten Weeks	<del>19</del>	19	<del>80</del>	80	482	49.79%	Not Meeting	9	N/A
	Number of Job Openings Filled	<del>269</del>	269	<del>1,398</del>	1,398	3,681	113.94%	Exceeding	6	N/A
	Market Share	<del>53</del>	53	<del>403</del>	403	1,628	74.26%	Not Meeting	25	N/A
	Employer Sustainability	<del>3</del>	3	<del>440</del>	440	578	114.19%	Exceeding	10	N/A
FSE&T	Percent Entering Employment	52	<del>159</del>	225	48.81%	45.00%	108.46%	Exceeding	11	+
		<del>159</del>	<del>461</del>	461						
Child Care	Average Number of Children Served per Day	41,059	1,785	155,438	1,766	1,789	98.76%	Meeting	14	-
	~ Choices ~	23	323	88	370	<del>370</del>	<del>100%</del>	<del>Meeting</del>	<del>9</del>	<del>-</del>
	~ Transitional ~	<del>105</del>	105	<del>98</del>	98	<del>98</del>	<del>100%</del>	<del>Meeting</del>	<del>9</del>	<del>-</del>
	~ At Risk ~	<del>1,358</del>	1,358	<del>1,298</del>	1,298	<del>1,298</del>	<del>100%</del>	<del>Meeting</del>	<del>9</del>	<del>-</del>
	Number of Clients Trained Through Commission Child Care Training	<del>0</del>	0	<del>159</del>	159	159	299.85%	Exceeding	21	-
	Number of Parents Using WtW Funds for Child Care Services	<del>0</del>	0	<del>0</del>	0	<del>0</del>	<del>0%</del>	<del>Meeting</del>	<del>9</del>	<del>-</del>
Choices	Percent of Eligibles Served	1,106	66.95%	2,223	81.49%	76.00%	107.22%	Exceeding	11	+
		1,852	<del>66.95%</del>	2,728	<del>81.49%</del>	<del>76.00%</del>	<del>107.22%</del>	<del>Exceeding</del>	<del>11</del>	<del>+</del>
	Percent Entering Employment	512	<del>76.37%</del>	1,044	76.37%	63.00%	121.22%	Exceeding	9	+
		698	<del>76.37%</del>	1,367	<del>76.37%</del>	<del>63.00%</del>	<del>121.22%</del>	<del>Exceeding</del>	<del>9</del>	<del>+</del>
	Participation Rate For Two Parent Participation	71	57.26%	89	65.28%	24.10%	270.87%	Exceeding	2	+
		124	<del>57.26%</del>	136	<del>65.28%</del>	<del>24.10%</del>	<del>270.87%</del>	<del>Exceeding</del>	<del>2</del>	<del>+</del>
Participation Rate For Single Parent Families	413	49.70%	458	49.57%	24.10%	205.66%	Exceeding	5	+	
	831	<del>49.70%</del>	923	<del>49.57%</del>	<del>24.10%</del>	<del>205.66%</del>	<del>Exceeding</del>	<del>5</del>	<del>+</del>	
Choices Numerator	N/A	484	N/A	547	423	129.26%	Exceeding	6	+	
Project RIO	Reintegration of Offenders (RIO) Participants Served	<del>20</del>	20	<del>125</del>	125	532	70.49%	Not Meeting	14	-
	Percent of Reintegration of Offenders (RIO) Clients Who Entered Employment	12	<del>20</del>	26	20.80%	75.00%	27.73%	Not Meeting	24	-
		20	<del>20</del>	125						

**LWDA CONTRACTED PERFORMANCE MEASURES**

**Deep East Texas  
DECEMBER 2003**

Measure Category	Specific Measure Name	Otr Num/Den	Otr Actual	YTD Num/Den	YTD Actual	Target	% of Target	Measure Status	Board Rank	OTY Change
Employment Services	Job Seeker Entered Employment	1,893	56.39%	4,448	57.16%	60.00%	95.26%	Meeting	20	-
		3,357		7,782						
	Job Seeker Employment Retention Rate at Six Months	N/A	N/A	N/A	N/A	80.00%	N/A	N/A	N/A	N/A
		N/A		N/A						
	Employer Customer Satisfaction	N/A	78.76%	N/A	78.76%	80.00%	98.45%	Meeting	7	+
		N/A		N/A						
	Job Seeker Customer Satisfaction	N/A	56.58%	N/A	56.58%	65.00%	87.04%	Not Meeting	26	-
		N/A		N/A						
	Veteran Job Seeker Entered Employment Rate	99	51.56%	241	56.05%	53.00%	105.75%	Exceeding	16	-
		192		430						
	Veteran Job Seeker Entered Employment Rate Following Receipt of Staff-Assisted Services	99	51.56%	241	56.05%	53.00%	105.75%	Exceeding	16	-
		192		430						
	Veteran Job Seeker Employment Retention Rate at Six Months	N/A	N/A	N/A	N/A	88.00%	N/A	N/A	N/A	N/A
		N/A		N/A						
Disabled Veteran Job Seeker Entered Employment Rate	6	40.00%	15	55.56%	54.00%	102.88%	Meeting	9	-	
	15		27							
Disabled Veteran Job Seeker Entered Employment Rate Following Receipt of Staff-Assisted Services	6	40.00%	15	55.56%	54.00%	102.88%	Meeting	9	-	
	15		27							
Disabled Veteran Job Seeker Employment Retention Rate at Six Months	N/A	N/A	N/A	N/A	87.00%	N/A	N/A	N/A	N/A	
	N/A		N/A							
WIA Adult	Adult Entered Employment Rate	14	70.00%	30	78.95%	71.00%	111.19%	Exceeding	8	+
		20		38						
	Adult Retention Rate	N/A	N/A	N/A	N/A	78.00%	N/A	N/A	N/A	N/A
		N/A		N/A						
Adult Earnings Gains	N/A	N/A	N/A	N/A	\$4,800	N/A	N/A	N/A	N/A	
	N/A		N/A							
Adult Employment & Credential Rate	13	68.42%	34	80.95%	48.45%	167.08%	Exceeding	2	+	
	19		42							
WIA Dislocated Worker	Dislocated Worker Entered Employment Rate	26	92.86%	38	80.85%	76.00%	106.38%	Exceeding	23	-
		28		47						
	Dislocated Worker Retention Rate	N/A	N/A	N/A	N/A	84.00%	N/A	N/A	N/A	N/A
		N/A		N/A						
Dislocated Worker Earnings Replacement Rate	N/A	N/A	N/A	N/A	90.00%	N/A	N/A	N/A	N/A	
	N/A		N/A							
Dislocated Worker Employment & Credential Rate	8	80.00%	13	76.47%	51.55%	148.34%	Exceeding	7	+	
	10		17							
WIA Youth	Youth Entered Employment Rate	1	33.33%	7	63.64%	75.00%	84.85%	Not Meeting	22	-
		3		11						
	Youth Retention Rate	N/A	N/A	N/A	N/A	79.00%	N/A	N/A	N/A	N/A
		N/A		N/A						
	Youth Earnings Gains	N/A	N/A	N/A	N/A	\$2,354	N/A	N/A	N/A	N/A
N/A		N/A								
Older Youth Credential Rate	0	0.00%	4	33.33%	46.39%	71.85%	Not Meeting	25.5	-	
	3		12							
Younger Youth Retention Rate	N/A	N/A	N/A	N/A	51.55%	N/A	N/A	N/A	N/A	
	N/A		N/A							
WIA Customer Satisfaction	Employer Customer Satisfaction		78.76%		78.76%	68.00%	115.83%	Exceeding	7	+
	~ Response Rate ~		83.33%		83.33%	70.00%	119.05%			
	~ Percent of Bad Numbers ~		8.25%		8.25%					
	Participant Customer Satisfaction		79.93%		79.93%	72.00%	111.02%	Exceeding	12	+
	~ Response Rate ~		76.27%		76.27%	70.00%	108.96%			
~ Percent of Bad Numbers ~		20.38%		20.38%						
Measure Category	Specific Measure Name	Monthly Num/Den	Monthly Actual	YTD Num/Den	YTD Actual	Target	% of Target	Measure Status	Board Rank	OTY Change
WIA Younger Youth	Younger Youth Skill Attainment Rate	746	78.20%	1,084	78.49%	77.32%	101.52%	Meeting	24	-
		954		1,381						
Younger Youth Diploma or Equivalent Attainment	3	75.00%	77	84.62%	43.30%	195.42%	Exceeding	10	-	
	4		91							

The following measures were not meeting performance expectation as of the December 2003 report. Performance improvement strategies for each individual goal have been identified below, except for employer measures, which is addressed at E.1.

The Board and contractor evaluate performance monthly using TWIST data and local contract management to determine if improvements in performance are needed. Strategies for meeting performance goals overall are a well trained staff, clear program policy and procedures, technical assistance as needed, and contracted performance requirements that also include a required “Not Meeting” report from the contractors.

Steps to be taken to ensure successful attainment of performance targets for the measures identified as “Not Meeting” on the December 2003 are identified individually below.

Reintegration of Offenders (RIO) Participants Served and Percent of Reintegration of Offenders (RIO) Clients Who Entered Employment

Technical assistance has been requested from TWC. More effective outreach is being planned. The contractor will make efforts to increase the number of employers who are willing to hire Project RIO participants.

Job Seeker Customer Satisfaction

The area has traditionally met this measure. Customer surveys are requested at various points in services, and surveys and comments are reviewed monthly within the workforce centers, and sent to the Board quarterly. The Board and Contractor review customer comments that it receives following the TWC survey. In all cases, corrective actions are taken where possible to correct the situation. In this case, the time frame for the report was July 2003 through September 2003. During this time period, the Board transitioned to a new contractor, and the centers were short-staffed at least 10 positions. The staff positions have now been filled and staff have been trained. A new site manager is now in place in Lufkin, the areas largest center. These changes should result in an increase in customer satisfaction.

Youth Entered Employment Rate

The contractor is reviewing all case files to determine appropriate action needed to meet this measure. In some cases, supplemental data can be entered that will affect the outcome of this measure. For example, supplemental data showing the youth is pursuing post-secondary education will remove that name from the list of those counting in this measure. Follow-up activities have been reviewed and are being done more consistently, allowing faster re-employment efforts for those who have lost a previous job.

Older Youth Credential Rate

The contractor is reviewing all case files to determine appropriate action needed to meet this measure. This measure should improve as youth graduation numbers increase to include the May quarter.

#### **E4. Wagner-Peyser Texas Workforce Commission (TWC) Performance Measures and Targets**

**E4a.** Not submitted at this time.

**E4b.** Not submitted at this time.

#### **E5. Welfare-to-Work Projected Participant Levels**

All Local Workforce Development Areas will have exhausted WtW funds or carry-over WtW funds by FY 2005.

#### **E6. Project Re-Integration of Offenders Performance Measures and Targets**

Not submitted at this time.

#### **E7. TANF Choices Projected Participant Levels**

Not submitted at this time.

#### **E8. Federal Common Measures**

Not submitted at this time.