



New PY12 Performance and Production Measure Definitions

Market Share – The ratio of employer reporting units served to the employer reporting units in the LWDA

Gulf Coast Target = 16.2% of employers receive a countable service

- The denominator is the number of employer reporting units (locations) in the LWDA. Gulf Coast has 134,604 employer units in the denominator.
- The numerator includes employers in the denominator that receive one of the following services in the reporting period year
 - Taking job postings
 - Providing specialized testing to our customers for an employer
 - Performing site recruitment
 - Job Fairs
 - Providing an employer meeting or interview space
 - Providing customized or incumbent worker training
 - Entering into a subsidized/unpaid employer agreement
 - Providing Rapid Response
 - Job Development
 - Other services provide to employers for a fee
- 16.2 % of 134,604 employers = 21,806 employers served
- Performance Period – 10/1/11 to 9/30/12
- Reported in TWIST Management Production Report each month

Customer Loyalty – The percentage of employers who used a Workforce Solutions service in the prior performance year who also used a Workforce Solutions service in current year

Gulf Coast Target = 55% of employers use the service in both years

- The denominator is the number of employer reporting units who used one of the market share listed services October 2010 – September 2011.
- The numerator is the number of employer reporting units who used one of the market share listed services this year
- Performance Period– 10/1/11 to 9/30/12
- Calculated by matching the employer reporting units in the Market Share numerator for this year against the employer reporting units who used one of the market share listed services last year.

Job Postings Filled Rate - The percentage of job postings received by the system that we fill with a WorkInTexas.com customer posted to the job.

Gulf Coast Target = 32.2% of job postings “filled”

Note: One WIT job posting may have any number of job openings. For example, we usually represent an employer request for three cashiers in one (1) posting and three (3) openings.

- The denominator for this measure includes all postings entered in the system, by staff or the employer, with the following exceptions
 - Created by Employers without a valid Texas Tax ID or approved account.
 - Posted for Alien or Foreign Labor Certification; or
 - From a state agency/university
- The numerator includes all postings where at least one of the openings in a posting has a hire.
- Performance Period – Job Postings entered 4/1/11 to 3/31/12
- Reported in a TWIST web report to be developed
- Reporting Issues
 - Delayed placement verifications from UI wage records count in the numerator as a job filled
 - The numerator includes information available during the reporting period, not the actual date of hire. An opening from the denominator filled outside of the performance period but with a fill recorded by 8/31/12 will count.

Employer Success Rate – The percentage of employers with job postings received by the system that have at least one hire from WorkInTexas.com

Gulf Coast Target = 49% of employers have at least one WIT job posting hire

- The denominator is the number of employers with WIT job postings created during the performance year. The same exceptions as noted in the Postings Filled rate apply.
- The numerator is the number of employers in the denominator that have at least one opening filled. Each employer with a job filled will only count once a year in the numerator.
- Performance Period – Job Postings Entered 4/1/11 to 3/31/11
- Reported in a TWIST web report to be developed
- Reporting Issues are the same as those for Job Postings Filled rate

Choices Work Rate – This production measure is under development and will run parallel with the current Choices Cooperation rates.

Gulf Coast Target - We do not know the target at this time

- We expect the denominator to be all TANF families who receive a benefit in the month for the month. The denominator excludes families from the denominator unless they are in the numerator if the family is exempt from work requirements because they are:
 - A single parent caring for a child under the age of 1
 - A single parent or one member of a two parent family is a non-recipient parent receiving SSI
 - A single parent or one member of a two parent family caring for a disabled family member
 - One parent in a two parent family is a disabled adult

- We expect the numerator to be a member of the denominator who is working in subsidized or unsubsidized employment or engaged in on-the-job training for the required hours each month.

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