

Executive Summary

Performance Peer Learning Group: Effectiveness in Serving Employers

01/28/2020

Moderator: [Christina Eckenroth](#)

Speakers: [John P. Pallasch](#), Mark Schultz, Scott Stump, Cesar Acevedo, and [Wayne Gordon](#)

The Workforce Innovation and Opportunity Act (WIOA) requires the Departments of Labor and Education (Departments) to establish a primary indicator of performance for Effectiveness in Serving Employers. The indicator is a shared outcome across all six core programs within each State and reported annually. States report on two of the three indicator approaches: Retention with the Same Employer; Repeat Business Customers; and Employer Penetration Rate, as well as any state-specific approach. Leadership from the Departments participate in this conversation to discuss PY 2018 data and listen to state feedback. Representatives from titles I, II, III, and IV programs were invited to share their data reporting experiences for this indicator.

John Pallasch, Assistant Secretary for Employment and Training, **Mark Schultz**, Acting Assistant Secretary for the Office of Special Education and Rehabilitative Services, and **Scott Stump**, Assistant Secretary for Career, Technical, and Adult Education, share their vision and thoughts regarding serving employers under WIOA and how best to measure the effectiveness of those services.

Speakers from the Office of Policy Development and Research, U.S. Department of Labor, Employment and Training Administration, explain the Program Year 2017 and 2018 data for the three indicators, share details regarding an upcoming Effectiveness in Serving Employers (ESE) study, and address participants' questions regarding the indicator.

Run of Show

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| Introductions and Agenda | 00:25 |
| Leadership's Remarks | 1:53 |
| Indicator Overview | 13:30 |
| Program Year 2017 & 2018 Data Review | |
| ▪ Indicator adoption distribution nationally | 15:50 |
| • Review of employer services data | 16:50 |
| • Individual indicator results for the nation and for each state | 18:02 |
| Discussion | 21:10 |
| • Employer Penetration clarification and data reporting improvements | 21:50 |
| • Kentucky, Dun & Bradstreet, customer management software and alternative measures | 29:30 |
| • Rehabilitation Services Administration/Vocational Rehabilitation future guidance and Pennsylvania's job order referral rate | 36:20 |
| • Data collection, ROI, and evaluations | 39:00 |
| Next Steps and ESE Indicator Evaluation | 51:15 |
| Additional Discussion | 54:20 |
| • Summary and What's Next | 56:00 |
| Wrap-Up | 1:00:00 |