

Vocational Rehabilitation’s (VR) Performance Measure for Effective Employer Supports and Services (also known as Indicator #6): Section 116 of the Workforce Innovation Opportunity Act (WIOA) requires states to collect data necessary to determine levels of performance for each of the six core programs, one of which is the VR program. One of the six performance measures pertains to the effectiveness in serving employers. Beginning of January 2018, VR began tracking services and supports that are being provided to employers in which pertains to all staff.

It is important to note that VR measures two approaches for Indicator #6: retention with the same employer (captures the percentage of participants who exit are employed with the same employer in the second and fourth quarters after exit); and repeat business customers (tracks the percentage of employers who receive services that use core program services more than once). This is a shared performance measure with other WIOA core partners (e.g., Department of Labor) and is reported once per year on the WIOA Annual Report upon the end of the FFY, which is due September 30th. The following data pertains to the overall services and supports in which employers received from VR during PY 2021.

Employer Services	Total Records
Employer Information and Support Services	373
Workforce Recruitment Assistance	82
Strategic Planning/Economic Development Activities	6
Untapped Labor Pools Activities	10
Training Services	389
Incumbent Worker Training Services	0
Rapid Response/Business Downsizing Assistance	0
Planning Layoff Response	1
Total Services to Businesses	861
Total Employers Served PY21	576
Total Employers Served PY20	453
Total Employers Served PY19	182
Total Employers Utilizing Services More than 1 Year	154
Total Establishments	37,800
Repeat Business Customers PY 20	0.004074074
Retention with the Same Employer PY21	0.153284672

On a last note, the total number of repeat business customers is calculated by the number of businesses who have received a service during the current reporting period (in other words, current program year) and the last three reporting periods. Since this performance measure was initiated, it’s been in a pilot project.