

**Workforce Innovation and Opportunity Act (WIOA) – Vocational Rehabilitation’s  
Performance Measure for Effectiveness in Serving Employers – Performance Year  
2019 Metrics (July 2019-June 2020)**

| <b>Employer Services</b>                                 | <b>Total Records</b> |
|--|----------------------|
| Employer Information and Support Services                | 170                  |
| Workforce Recruitment Assistance                         | 92                   |
| Strategic Planning/Economic Development Activities       | 6                    |
| Untapped Labor Pools Activities                          | 9                    |
| Training Services  | 5                    |
| Incumbent Worker Training Services                       | 0                    |
| Rapid Response/Business Downsizing Assistance            | 0                    |
| Planning Layoff Response                                 | 0                    |
| <b>Total Services to Businesses</b>                      | <b>282</b>           |
| <b>Total Employers Served PY19</b>                       | <b>182</b>           |
| <b>Total Employers Served PY18</b>                       | <b>173</b>           |
| <b>Total Employers Served PY17</b>                       | <b>125</b>           |
| <b>Total Employers Utilizing Services More Than Once</b> | <b>33</b>            |
| <b>Total Establishments</b>                              | <b>34,252</b>        |
| <b>Repeat Business Customers</b>                         | <b>0.000963447</b>   |
| <b>Retention with the Same Employer PY19</b>             | <b>0.002247191</b>   |

**Note:** Vocational rehabilitation measures two approaches for this performance measure, as follows:

- Retention with the Same Employer: This approach captures the percentage of participants who exit and are employed with the same employer in the second and fourth quarters after exit.
- Repeat Business Customers: This approach 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) in which is reported once per year on the WIOA Annual Report.

**Note:** Refer to the Employer Support Definitions document for examples of VR services and supports that meet the requirements for the different categories identified above.