



Employment and Training Administration (ETA)

Senior Community Service Employment Program (SCSEP)

Grantee Performance Management System (GPMS)

SCSEP Quarterly Performance Report (QPR) Handbook

Version 9

June 2026

TABLE OF CONTENTS

Introduction	4
Grant Overview	6
• Number of Authorized Positions	6
• Number of Modified Positions	6
• Average Project Duration (Q)	6
• Average Project Duration (L9Q)	6
Section A: Participant Summary	7
Measures	7
• Age at Enrollment (elements A2.a – A2.e)	7
• Ethnicity/Race (elements A3.a – A3.g)	7
• Education Level (A4.a – A3.h)	7
• Most in Need Characteristics (A5.a – A5.n(1))	7
Section A: Internal vs. WIPS QPR	8
Section B: SCSEP Core Measures	9
Measures	11
• B1.1 – Service Level	11
• B1.2 – Community Service	11
• B1.3 – Most in Need	11
• B1.4 – Employer, Participant, and Host Surveys	12
• B2.1 – Employment Rate – 2nd quarter after exit	12
• B2.2 – Employment Rate – 4th quarter after exit	12
• B2.3 – Median Earnings	13
Section B: Internal vs. WIPS QPR	13
Section C: Participant Level Information (QTR and YTD)	15
Measures	15
• C.1a – Carried Over from the Previous Program Year	15
• C.1b – New Participants	15
• C.1c – Total Exiters	16
• C.1d – Total Participants Served	16
• C.1e – Current Participants	16
• C.1f – Vacancies	16

• C.1g – Co-Enrollments	16
• C.2a – Exit Due to Unsubsidized Employment	16
• C.2b – Other Reason for Exit	17
• C.2c – Exclusions	17
• C.2d – Moved to Another Sub-Recipient	17
• C.2e – Transferred Out of Project	17
Section C: Internal vs. WIPS QPR	17
Section D: Summary Information (QTR and YTD)	18
Measures	18
• D.1a – Number of Hours of Training (Current Quarter)	18
• D.2a – Placements	18
• D.2b – OJE Placements	18
• D.2c – Number of Records without Credit in the Second Quarter After Exit	19
• D.2d – Percentage of Placements in the 2nd and 4th Quarters with the Same Employer ..	19
• D.2e – Median Starting Wage in Placements	19
• D.2f – Percentage of Placements with Benefits	19
• D.2g – Average Hours per Week in Placement	19
• D.3a – Total Number of Participants Providing Community Service	20
• D.3b – Total Number of Hours Worked in Community Service	20
• D.3c – Average Hours per Week in CSA	20
Section D: Internal vs. WIPS QPR	21

Introduction

Since July 1, 2004, the Quarterly Performance Report (QPR) has served to update audiences on official Senior Community Service Employment Program (SCSEP) performance. The current QPR reflects performance system and programmatic changes made to the program since the 2016 amendments to the Older Americans Act.

Current QPRs are available in the Grantee Performance Management System (GPMS). Previous QPRs are available on the [SCSEP Help website](#). The OMB approved QPR Specification for SCSEP is also available at <https://www.dol.gov/agencies/eta/performance/reporting>.

The QPR is produced for all levels of the SCSEP system: nationwide, at the grantee level, at the sub-grantee level, and by states for the national grantees. All authorized GPMS users have access to all final QPRs through the GPMS View Frozen QPR console. All users also have access to their own QPRs at any time during the quarter and therefore do not need to wait for final QPRs to monitor their progress.

This handbook explains to SCSEP practitioners in plain language the performance measures and data elements reported in the QPR and suggests practical ways to use these elements to manage your operations and improve performance. The handbook also provides details on the relationship between QPR measures produced in the Workforce Integrated Performance System (WIPS) and the QPR produced by the GPMS. The handbook is not, however, a technical explanation of QPR calculations.

Although the QPR is the official report for SCSEP, it is not the only tool for managing performance. Furthermore, although the QPR can identify potential performance issues, it is rarely sufficient by itself to tell you the cause of a problem or how to fix it. For that, you will need to consult other sources. The GPMS provides all grantees and sub-grantees with a variety of [management reports](#). In most cases, when the QPR suggests that you have a problem with a measure, the management reports will provide the detailed information you need to analyze the problem. In addition, all levels of the SCSEP system receive customer satisfaction reports that provide customer evaluations of the services they have received and offer guidance for program improvement.

The QPR has a grant overview section and four subsequent sections. Sections A, C, and D describe customer flow, community service assignments, and participants' characteristics. The core performance measures are in Section B.

Participant can have multiple cases. Cases are uniquely distinguished by a case identification number, or by unique combinations of participant identification number and an application date. For most measures, the QPR uses cases, not participants, as the unit of analysis, and includes cases that were active at any time during the reporting period. This includes participants who were active before the reporting period and remained active during the entire reporting period, those who enrolled in the program during the reporting period and remained active during the remainder of the reporting period, and those who became active before or during the reporting period and exited during the reporting period.

There are five QPRs in each program year: one for each quarter and the Final End of Year QPR, which is the official report on performance for the entire program year. Each QPR uses four different reporting time frames: current quarter, program year-to-date (YTD), last four quarters (L4Q, sometimes also referred to as rolling four quarters), and last nine quarters (L9Q, for the Average Project Duration measure only). Nearly all elements in Sections A and B report data for the current quarter, YTD, and the last four quarters. Sections C and D include only current quarter and YTD data. The community service level measure does not report data for the last four quarters due to the change in the modified position count between program years.

The different time frames provide a comprehensive picture of performance. The current quarter shows how you performed in the quarter to date. The YTD time frame looks at your performance during this program year only and is most useful for monitoring how you will be evaluated at the end of the program year when the Final QPR is generated. During the early quarters of the program year, YTD does not provide a sufficient time frame to show trends. Therefore, the last four quarters are shown so that you can see the direction in which your performance is heading over an entire 12-month period. This is critical for managing performance. For example, in the second quarter QPR, a program may be meeting its goal on the Q2 Employment measure for the current quarter and YTD, but the last four quarters show that Q2 Employment has steadily declined from 35% to 33% to 31% to 30%. This trend suggests that, unless corrective action is taken, the Q2 Employment measure may continue to deteriorate, and the Final QPR may show Q2 Employment under 30%.

You can generate and view your own QPR at any time during a quarter. Data for final QPRs at the end of each reporting period are frozen approximately six weeks after the end of the reporting period. The frozen data serves as the official record for each reporting period. If you submit data after the freeze, the frozen QPR for that quarter will not change, but the YTD and last four quarters of future QPRs will reflect the updated data if changes affect that reporting period.

Grant Overview

This section contains identifying information about the grantee and sub-grantee. All data in this section except Average Project Duration are provided by the national office.

GRANT OVERVIEW							
Grantee:		Grantee Code:		Number of Authorized Positions:		Average Project Duration (Q):	
Sub-Grantee:		SCSEP Grant Number:		Number of Modified Positions:		Average Project Duration (L9Q):	

- Number of Authorized Positions:** This represents the official number of authorized positions. SCSEP relies on grantees to accurately enter and maintain the number of authorized positions assigned to each sub-grantee in the case management system. If this information is not kept up to date, sub-grantee QPRs may be inaccurate or may not display service level and community service measures at all.
- Number of Modified Positions:** The number of authorized positions is modified to account for higher state or local minimum wages. Modified positions are based on higher state or local minimum wages and are calculated using minimum wage data from authoritative sources. State and local minimum wages may change during a program year. When this happens, the modified positions (or “slots”) for the impacted area are updated for the appropriate quarter. As a result, QPRs may reflect different numbers of modified slots for different reporting periods.
- Average Project Duration (Q):** This measure reports the average time in SCSEP for all cases that were active during the reporting period. This average is displayed in days and does not include approved breaks in participation.
- Average Project Duration (L9Q):** This measure reports on average project duration during the previous nine quarters. L9Q is the official measure for compliance with the Average Project Duration limit.

Section A: Participant Summary

This section reports participant characteristics from the Participant Form. These characteristics include demographic information and the Priority of Service and the Waiver Factors that are components of the Most in Need measure (measure B.3). For each characteristic, the report displays the number and percentage of cases that were active at any time during the reporting period. Age at Eligibility, Education Level, Ethnicity/Race, and Sex are grouped into standard demographic categories and ranges. The information in this section is important for understanding the composition of your participant pool. It can provide insight into the populations you are serving, and the barriers to employment your participants face. This section can help you monitor your progress toward the Most in Need goal and help plan for supportive service needs.

Measures

- **Age at Enrollment (elements A2.a – A2.e):** These measures are based on the age of the applicant at the date of the eligibility determination.
- **Ethnicity/Race (elements A3.a – A3.g):** These measures are based on the applicant's selected race and ethnicity at the time of enrollment. If the applicant is multiple races, the internal QPR will only count this participant in measure 3g More than One Race, and not in the individual racial categories.
- **Education Level (A4.a – A3.h):** These measures are based on the Highest Education Level Completed at the time of enrollment.
- **Most in Need Characteristics (A5.a – A5.n(1)):** This section includes the counts and percentages for each of the Priority of Service and Waiver Factor elements that make up the numerator for the B1.3 Most in Need Performance Measure. You should refer to the *GPMS User Guide* and *GPMS Data Collection Reference Tool* for definitions and documentation requirements for each element.
 - **Priority of Service (elements A.5d, A.5f to A.5k, A.5m, and A.5n):** These nine elements record barriers to employment that exist at the time of enrollment for SCSEP.
 - **Waiver Factors (elements A.5a to A.5c, A.5e, and A.5l):** These elements record barriers to employment that exist at the time of initial enrollment, or at any time during a participant's enrollment. Therefore, you first record waiver factors during the participant's application process and subsequently provide updates on waiver factors for each following program year that the participant is enrolled. Waiver factor

Improving Most In Need: If your performance on the B1.3 Most in Need performance measure is low, analysis of elements A.5a - A.5n may help you determine whether low performance on the Most in Need measure is from the failure to enter the barriers to employment that participants actually have or from the failure to enroll participants who are truly most in need.

data will only be reflected in QPR reporting periods that correspond to the reporting period of the waiver factor last updated date.

Performance Items		Total Participants Served (MM/DD/YYYY - MM/DD/YYYY)	% of Participants (MM/DD/YYYY - MM/DD/YYYY)	Total Participants Served (YTD)	% of Participants (YTD)	Total Participants Served (L4Q)	% of Participants (L4Q)
A. PARTICIPANT SUMMARY INFORMATION (Cohort Period: MM/DD/YYYY - MM/DD/YYYY)							
Sex	1a. Male						
	1b. Female						
Age at Enrollment	2a. Age 55-59						
	2b. Age 60-64						
	2c. Age 65-69						
	2d. Age 70-74						
	2e. Age 75 & Over						
Ethnicity/Race	3a. Hispanic/Latino						
	3b. American Indian or Alaskan Native						
	3c. Asian						
	3d. Black or African American						
	3e. Native Hawaiian or Other Pacific Islander						
	3f. White						
Education Level	3g. More Than One Race						
	4a. 8th Grade & Under						
	4b. 9th Grade - 11th Grade						
	4c. Secondary School Graduate or Equivalent						
	4d. Completed 1 or More Years of Postsecondary						
	4e. Postsecondary Certification, License, or Educational Certificate (Non-Degree)						
Most in Need Characteristics	4f. Associate's Degree						
	4g. Bachelor's Degree or Equivalent						
	4h. Advanced Degree Beyond Bachelor's Degree						
	5a. Severe Disability						
	5b. Age 75 and Over at Date of Report						
	5c. Old Enough but Not Receiving SS Title II						
	5d. Rural						
	5e. Frail						
	5f. Homeless or At Risk of Homelessness						
	5g. Failed to Find Employment After Using WIOA Title I						
	5h. Disabilities						
	5i. Limited English Proficiency						
	5j. Low Employment Prospects						
	5k. Low Literacy Skills						
	5l. Severely Limited Employment Prospects in Areas of Persistent Unemployment						
Other	5m. Formerly Incarcerated						
	5n. Veterans (or Eligible Spouse of Veteran)						
	5n(1). Post 9/11 Era Veterans						
	6a. Receiving Public Assistance						
	6b. Family Income at or below Poverty						
	6c. Displaced Homemakers						

Section A: Internal vs. WIPS QPR

- Race/Ethnicity:** In the internal QPR, race categories are mutually exclusive. On the WIPS QPR, race measures are not mutually exclusive. For example, if a participant is both black and white, in the WIPS QPR these participants are counted in measure 3d Black or African American, 3f White *and* 3g More than One Race. In the internal QPR, these participants will *only* be counted in 3g More than One Race.
- Education Level:** If the education level indicates that the enrollment completed to 12th grade, but that they did not indicate any educational level completed (i.e. Attaining a secondary school diploma/equivalency), the internal QPR includes this enrollment in measure 4b 9th Grade - 11th Grade, while the WIPS QPR does not include this participant in any education level category.

Section B: SCSEP Core Measures

This section describes the seven core performance measures: three employment outcome measures; three SCSEP-specific outcome measures; and one measure assessing effectiveness in serving employers, participants and host agencies. The employment outcome measures do not include participants who exited because of an exclusion, or participants who returned to the program or re-enrolled within 90 days of exit. These participants will be included once they have an exit date. For each performance measure in Section B, the goal or target for the program year and the performance for the reporting period are provided. Each measure includes the calculations for the number of records in the numerator and denominator.

The rules for determining when to report the employment outcome measures, specifically which quarters and program years apply, have not changed significantly since July 1, 2007. Each employment outcome measure has an activity period and a reporting period. The activity period is the quarter or quarters in which the activity being measured must occur. The reporting period is the quarter in which the success or failure of the measure will be reported.

The activity and reporting periods for each measure are as follows:

- **Q2 Employment (Measure B2.1):** Both the activity and reporting periods are in the second quarter after the participant's exit quarter.
- **Q4 Employment (Measure B2.2):** Both the activity and reporting periods are in the fourth quarter after the exit quarter.
- **Median Earnings (Measure B2.3):** The activity period is the second quarter after the exit quarter, while the reporting period is the third quarter after the reporting quarter. This delay allows grantees sufficient time to collect and report wage data for the full activity period.

This section provides data for the current quarter, year-to-date (YTD), and the last four quarters, allowing you to assess both current outcomes and performance trends early in the program year. These trends are a valuable management tool, as they help indicate whether you're on track to meet your goals under current conditions. When interpreting these measures, it's important to consider any extraordinary circumstances that may have impacted performance. For example, if Q2 Employment appears lower this quarter because your job developer was out sick, but the overall trend is positive, a missed quarterly goal may not be a significant concern. Conversely, even if a goal is currently being met, a downward trend could signal the need for proactive, systemic adjustments.

SCSEP Core Measures	B. SCSEP CORE MEASURES				
	B1. SCSEP-Specific Measures		Current QTR	YTD	L4Q
	1. Service Level	Goal:	Rate	Rate	Rate
			Numerator	Numerator	Numerator
			Denominator	Denominator	Denominator
	2. Community Service	Goal:	Rate	Rate	Rate
			Numerator	Numerator	Numerator
			Denominator	Denominator	Denominator
	3. Most In Need	Goal:	Rate	Rate	Rate
			Numerator	Numerator	Numerator
			Denominator	Denominator	Denominator
	4a. Employer Survey	Goal:	Response Rate	Count	
	4b. Participant Survey	Goal:	Response Rate	Count	
	4c. Host Agency Survey	Goal:	Response Rate	Count	
	B2. SCSEP Employment Outcome Measures		Current QTR	YTD	L4Q
	1. Employment Rate (Q2)	Target	Rate	Rate	Rate
			Numerator	Numerator	Numerator
			Denominator	Denominator	Denominator
	2. Employment Rate (Q4)	Target	Rate	Rate	Rate
			Numerator	Numerator	Numerator
			Denominator	Denominator	Denominator
	3. Median Earnings	Target	Rate	Rate	Rate
			Count	Count	Count

Measures

- **B1.1 – Service Level:** This is the number of cases active at any time during the reporting period (element C.1c plus element C.1e) divided by the number of modified positions. The numerator for this measure is cumulative, but the denominator is fixed.
- **B1.2 – Community Service:** This measure reports the amount of community service provided compared with the amount of community service the grant funded. The QPR displays the numerator, denominator and percentage.
 - Numerator: The total number of hours of community service.
 - Denominator: the number of modified positions multiplied by 21 hours per week times the number of weeks in the reporting period, minus the number of paid training, sick, and PRA hours.
- **B1.3 – Most in Need:** This measure reports the average number of specified barriers to employment per participant. It is calculated by dividing the total number of the specified priorities of service (elements A.5d, A.5f to A.5k, A.5m, and A.5n) and waiver of durational limit factors (elements A.5a to A.5c, A.5e, and A.5l) by the number of participants active during the reporting period. Note that while these Section A measures can be used to calculate an approximate Most in Need numerator, there may be a slight discrepancy between this calculation and the Most in Need numerator in your QPR. This is because measure A2e.1, Age 75 & over, uses age calculated at the date of eligibility determination, while the

Understanding Community Service: This measure indicates how effectively you are using your grant funds to provide community service. Paid training, sick leave, and participant required action hours do not count against your performance in this measure. The numerator is primarily affected by the number of participants enrolled (elements C.1c and C.1e) and the total number of hours of community service provided (element D.3b). You can improve performance on this measure by enrolling more participants, reducing turnover time when enrolling new participants, assigning participants to more hours of community service per week, limiting leaves of absences, and ensuring that all paid hours are accurately reported each quarter.

Improving Most in Need: Section A of the QPR will tell you how you are doing on each of the characteristics that comprise the Most in Need measure. You can use this information and the demographics in elements A.1 to A.4 to modify your enrollment practices if you need to increase the number of Most in Need factors per participant. You can use the management reports to check the characteristics of each participant to verify the accuracy of your data collection, but it is important to know that sometimes staff do not pick up participants' barriers that could count toward the measure. Remember that you will receive Most in Need credit for the priorities of service as long as the participant is enrolled, but the waiver factors will only count for the program year in which you first entered them unless you re-enter the data in subsequent program years.

Most in Need numerator counts participants who were age 75 and older at the report period end date.

- **B1.4 – Employer, Participant, and Host**

Surveys: This measure evaluates how effectively the program serves employers, participants, and host agencies. It is based on survey results and consists of three parts, one for each group. Employers are surveyed throughout the program year, while participants and host agencies are surveyed once a year. The results help assess satisfaction and identify areas for improvement in program delivery.

Customer Satisfaction: This section reflects only the survey goals, response rates, and response counts. Grantees receive separate reports for each of the customer satisfaction surveys. These reports include detailed analyses that identify the services that most strongly influence overall satisfaction.

- **B2.1 – Employment Rate – 2nd quarter after exit:** This measure reflects the percentage of cases that, in the second quarter after their exit quarter, have both a placement and successful Follow-Up 1 entered in the system. The QPR displays the numerator, denominator and percentage.

- Numerator: Total number of cases in the second quarter after the exit quarter during the reporting period with both a Placement and successful Follow-Up 1 entered in the system.
- Denominator: Total number of cases in the second quarter after exit during the reporting period.

Diagnosing Q2 and Q4 Employment Rate: During the reporting period, the internal QPR can be used to monitor grantee and subgrantee progress towards the Q2 Employment rate. The numerator will show the count of successful Follow-Up 1 entries for the reporting period. Low performance on the Q2 employment rate may mean that participants are not employed in second quarter after the exit quarter, or it may mean that placements and successful Follow-Up 1 entries have not been entered in GPMS. The Follow-Up report will help you schedule and track follow-ups that are pending. If follow-ups are not completed, a placement will not be reflected in your performance employment outcome performance measures.

- **B2.2 – Employment Rate – 4th quarter after exit:** This measure shows the percentage of cases that, in the fourth quarter after the exit quarter, had both a placement and successful Follow-Up 3 entered in the system. The QPR displays the numerator, denominator and percentage.

- Numerator: Total number of cases in the fourth quarter after the exit quarter during the reporting period with both a Placement and successful Follow-Up 3 entered in the system.
- Denominator: Total number of cases in the fourth quarter after exit during the reporting period.

- **B2.3 – Median Earnings:** This measure reports the median earnings of cases with a placement in the second quarter after the quarter of program exit. The QPR shows the count and rate.
 - Count: Number of cases with a successful Follow-Up 2 entered for the reporting period.
 - Rate: Median earnings amount for these participants

Monitoring Median Earnings: Earnings for the second quarter after the exit quarter are reported in Follow-up 2, but only for cases with a successful Follow-Up 1. You must report median earnings for all employed participants, including self-employed participants. Grantees and subgrantees can monitor the count and median value using the Follow-Up reports to identify follow-up activities that still need to be completed.

Low performance on the median earnings measure may be the result of placements with successful Follow-Up 2 have having lower than expected earnings or missing/incomplete data. Earnings reported in Follow-Up 2 should reflect total earnings for the quarter. Entering an hourly rate or another incorrect amount will negatively impact performance on this measure. If the participant has a successful Follow-Up 1 but no earnings are entered in a successful Follow-Up 2, the median earnings calculation will treat that participant as having earned \$0, therefore negatively impacting performance.

Section B: Internal vs. WIPS QPR

- **Wage Matching** – The internal QPR currently reports on employment outcomes based on what is reported for the second and fourth quarter after exit in the GPMS. The WIPS QPR uses wage matching to determine earnings and wages in the second and fourth quarter after exit. Wage matching involves matching participant social security numbers with state unemployment insurance records. For data security reasons, this change will prevent individual wages from appearing in PIRL data. Wage matching can include different sources depending on the participant.
 - State Unemployment Insurance (UI) Wage Data – The primary data source for verifying participant outcomes for performance.
 - State Wage Interchange System – If the participant lives in a state that has a State Wage Interchange System (SWIS) their employment data is collected differently. In some cases, SWIS data is combined with State UI wage data when available.
 - Supplemental Wage data – For employees whose wages would not be available from State UI systems, supplemental wages can be submitted from other systems such as the Department of Defense, or the Office of Personnel Management.
- **Employment Outcome Measures:** In the internal QPR, the employment outcome measures report on different cohorts than other measures in the internal QPR, as these measures focus on cases that exited two, three or four quarters prior to the reporting period. In the WIPS QPR, due to UI wage matching, the Q2 and Q4 employment measures report on an additional two quarter lag (so the Q2 employment rate is reported on a four quarter lag,

and the Q4 employment measure is reported on a six quarter lag), and the median earnings measure reports on an additional one quarter lag (so it is reported on a four quarter lag). See the table below for explicit examples.

Measure	Reporting Period	Internal exiter cohort	WIPS exiter cohort
Q2 employment rate	PY24 Q4	PY24 Q2	PY23 Q4
Q4 employment rate	PY24 Q4	PY23 Q4	PY23 Q2
Median earnings	PY24 Q4	PY24 Q1	PY23 Q4

Section C: Participant Level Information (QTR and YTD)

This section displays customer flow and participant information for the reporting period, including current participant and vacancy counts, new cases, and types of exits.

C. Participation Level Information		QTR	YTD
Enrollment	1a. Carried Over from the Previous Program Year		
	1b. New Participants		
	1c. Total Exits		
	1d. Total Participants Served		
	1e. Current Participants		
	1f. Vacancies		
	1g. Co-Enrollments		
Exiters	2a. Exit Due to Unsubsidized Employment		
	2b. Other Reasons for Exit		
	2c. Exclusions		
	2d. Moved to Another Sub-Recipient		
	2e. Transferred Out of Project		

Measures

- C.1a – Carried Over from the Previous Program Year:** This is the number of cases that were active (that is, had an assignment date but no exit date) at the start of the program year. The YTD number may change during the year if the grantee changes the status of any participants who were counted as active at the start of the program year. The internal QPR does not report on QTR values for the carried over measure due to the measure's dependency on the start of the program year regardless of the reporting period quarter, as opposed to the start of each quarter.
- C.1b – New Participants:** This is the number of cases that first became active (that is, began their earliest assignment date) during the reporting period. It includes anyone who re-enrolls during the reporting period but excludes those already counted in element C.1a. At both the grantee and sub-grantee levels, it also includes cases that transferred to the grantee during the reporting period. Cases that moved from one sub-grantee to another are not included in the count of new participants.

- C.1c – Total Exiters:** This includes everyone who exited (that is, had an exit reason and an exit date) within the reporting period. It includes all true exits, including exits because of exclusion, and includes exits because of transfer. Cases that are moved to other subgrantees or withdrawn before completing the application or enrollment processes are not included in the count of total exits.
- C.1d – Total Participants Served:** This measure reports the count of cases that were active at any point during the reporting period.
- C.1e – Current Participants:** This represents the number of active cases (that is, cases with an assignment date but no exit date) on the last day of the reporting period. This value is only reported for YTD. At all levels (grantee, sub-grantee, state, and nationwide), this is calculated as YTD carried over participants (element C.1a) plus YTD new participants (element C.1b) minus YTD total exiters (element C.1c).
- C.1f – Vacancies:** The number of vacancies reflects the number of available positions in your organization that can be filled with new cases. This is calculated as modified positions minus the number of current participants (element C.1e). Over-enrollment is reflected as a negative number in this element.
- C.1g – Co-Enrollments:** This represents the number of cases active at any point during the reporting period that indicated the participant was co-enrolled with one or more other assistance programs. (This measure counts multiple co-enrollments for a case as one record.)
- C.2a – Exit Due to Unsubsidized Employment:** This is a count of all cases that exited during the reporting period with “unsubsidized employment” selected as the exit category for field 1.2 in the *GPMS Data Collection Reference Tool Module III*. Elements C.2a,

Leveraging Exit Information: Information in Section C of the QPR is also very helpful for managing the employment outcome measures. Total exits minus exclusions will determine how many successful Q2 Employments you need to reach your goal. Because those who exit for unsubsidized employment are most likely to achieve Q2 Employment, the ratio of exits for unsubsidized employment to total exits is important. You should also pay attention to the ratio of exclusions to total exits. Cases that exit due to exclusions are not counted in the denominator for the employment outcome measure. By making sure that exits due to exclusion (e.g. for health or being over income levels at recertification) are properly entered into the GPMS, you can increase your scores on the employment rate measures.

Understanding customer flow: Elements C.1a to C.1f provide a valuable view of customer flow and turnover. To reach their desired service level, grantees must enroll enough participants throughout the reporting period while balancing exiting participants. If their current service level is below target, it may be due to a high exit rate. A negative or low customer flow (i.e. new participants minus exiters) or a significant number of vacancies could also explain service level variation. Because vacancies are calculated based on modified positions, this number, although a snapshot in time, may be an indicator of under-spending and signal potential performance problems.

C.2b, and C.2c reflect exit reasons at the time of exit, not performance outcomes. Participants who exited for unsubsidized employment might not go on to achieve Q2 Employment and therefore may not be included in measure B2.1. Conversely, participants who exited for other reasons, counted in C.2b, could later obtain unsubsidized employment and be included in measure B2.1.

- **C.2b – Other Reason for Exit:** This is a count of all cases that exited during the reporting period with “Other Reason for Exit” selected as the category of exit for field 1.6 in *GPMS Data Collection Reference Tool Module III* and one of choices 1 to 4 selected for the dropdown for field 1.7. It includes only actual exits and excludes cases that exited due to employment or where the record was closed for non-exit reasons. Therefore, this count does not include exits that qualify as exclusions from the performance measures, which are recorded in element C.2c.
- **C.2c – Exclusions:** This is a count of all cases that exited during the reporting period with “Other Reason for Exit” selected as the category of exit for field 1.6 in *GPMS Data Collection Reference Tool Module III* and “Exclusions at Exit” selected in the dropdown for field 1.7. Field 1.8, “Exclusion at Exit”, lists the options that qualify as exclusions from the performance measures.
- **C.2d – Moved to Another Sub-Recipient:** This is a count of all cases that moved from one sub-grantee to another within the same grantee. These cases are not counted as exits.
- **C.2e – Transferred Out of Project:** This is a count of all cases that transferred out of one grantee into another grantee. At the grantee and sub-grantee levels, this number is included in the count of total exits (element C.1c). At the nationwide level, transferred cases do not count as exits because instead of leaving the program as true exits, they remained enrolled in SCSEP under a different grantee.

Section C: Internal vs. WIPS QPR

- **Understanding current participant flow:** Unlike the internal QPR, in the WIPS QPR the cohorts for new participants and carried over participants differ from the cohort for total exiters. Therefore, you should interpret the flow of current participants in the WIPS QPR as a lagging indicator for the quarter, demonstrating whether your grant is retaining and adding enough new participants to offset the number of exiters in the previous quarter.
- **Exits, Moves and Transfers:** The internal QPR section C cohort reflects the current reporting period; the measures in this section count participants based on activity in that current quarter. Because the WIPS QPR submission does not accept current quarter exiters, upon submission to WIPS participant records that exited in the current quarter will have their exit information removed. Therefore, there is no data related to current quarter exiters in WIPS, so all exiter measures in section C will report on exiters, transfers and moves from the prior quarter. For example, in PY24 Q4 measure 1c Total Exiters on the WIPS QPR will report on any participant who exited in PY24 Q3.

Section D: Summary Information (QTR and YTD)

This section reports on participant hours in community service assignments and training, and placements, regardless of the reason for exit or whether the placement led to a successful performance outcome.

D. Summary Information		QTR	YTD
Training	1a. Number of Hours of Training (Current Quarter)		
Placements	2a. Placements		
	2b. OJE Placement		
	2c. Number of Records without Credit in the Second Quarter After Exit		
	2d. Percentage of Placements in the 2nd and 4th Quarters with the Same Employer		
	2e. Median Starting Wage in Placements		
	2f. Percentage of Placements with Benefits		
	2g. Average Hours per Weeks in Placement		
Community Service	3a. Total Number of Participants Providing		
	3b. Total Number of Hours Worked in Community		
	3b(1). Total Number of Participants Providing General Community Service		
	3b(2). Total Number of Participants Providing Elderly Community Service		
	3c. Average Hours Per Week in CSA		

Measures

- D.1a – Number of Hours of Training (Current Quarter):** This is the total of all recorded paid training hours during the reporting period.
- D.2a – Placements:** This is a count of all cases that had a placement that started during the reporting period. It does not reflect whether the placement resulted in Q2 Employment or follow-ups were completed. If the placement count in D.2a is higher than the count of Exits for Unsubsidized Employment (element C.2a), it means that participants who exited for other reasons, or whose exit date is in a different reporting period, have a placement with a start date during the reporting period of the QPR.
- D.2b – OJE Placements:** This is a subset of element D.2a. It includes all cases with a placement where:
 - An Education and Training service was provided during the enrollment.
 - On-the-job-Experience (OJE) was selected for field 12.2 in *GPMS Data Collection Reference Tool Module II*.

Total placements resulting from unsubsidized employment: Comparing total placements (element D.2a) with exits for unsubsidized employment (C.2a) helps you understand how participants who exited for personal reasons went on to start unsubsidized employment or how many participants who exited in a prior quarter had a placement recorded in the current quarter.

3. OJE was indicated on field 3.15 in *GPMS Data Collection Reference Tool Module III*.

- **D.2c – Number of Records without Credit in the Second Quarter After Exit:** This is a count of all cases that exited two quarters prior to the reporting period's quarter and do not have a successful Follow-Up 1 for Q2 Employment. Entering a successful Follow-Up 1 will cause the count for this element to decrease.
- **D.2d – Percentage of Placements in the 2nd and 4th Quarters with the Same Employer:** This is the percentage of all placements that:
 1. exited four quarters before the reporting period
 2. were employed in the second quarter after their exit quarter
 3. maintained employment by the same employer in the fourth quarter after their exit quarter

Unsuccessful unsubsidized employment: Element D.2c shows how many participants started unsubsidized employment but did not achieve Q2 Employment. These unsuccessful placements may be due to the job not lasting into the reporting quarter or because Follow-Up 1 was not completed. The management report for follow-ups will tell you whether there are any Follow-Up 1s that are not done. If there are, you have until September 30 after the end of the program year to complete them and still receive credit in your Q2 Employment rate.

- **D.2e – Median Starting Wage in Placements:**

This is the median starting wage of all placements that started within the reporting period, regardless of whether the participant achieved Q2 Employment. It includes all placements for those participants who held more than one job.
- **D.2f – Percentage of Placements with Benefits:** This is the percentage of all placements that started within the reporting period and provided one or more fringe benefits, regardless of whether the participant achieved Q2 Employment in that placement. It includes all unsubsidized employment for those who have had more than one job, but it does not include self-employment.
- **D.2g – Average Hours per Week in Placement:** This is the average number of hours per week for all placements that started within the reporting period. It is based on the value entered in field 3.23, Expected Hours per Week, in *GPMS Data Collection Reference Tool Module III*. Self-employment records are not included in this average. Participants expected to work full time are counted as working 40 hours per week.

- **D.3a – Total Number of Participants Providing Community Service:** This measure reports the number of cases with community service hours within the reporting period. This measure will exclude any cases that were on break for the duration of the reporting period, or any cases that only report paid training, sick, or PRA hours.
- **D.3b – Total Number of Hours Worked in Community Service:** This measure reports the total number of community service hours worked within the reporting period. This measure will exclude any cases that were on break for the duration of the reporting period and will exclude any paid training, sick, or PRA hours.

Participants Providing Community Service: Combining measures D.3b(1) and D.3b(2) usually results in a number greater than or equal to measure D.3a, (number of participants providing community service). This is because a single enrollment may include both general and elderly community service assignments within the same reporting period.

1. **D.3b(1) – Total Number of Participants Providing General Community Service:** This measure reports the number of cases with recorded community service hours to the general community during the reporting period. This measure will exclude any cases that were on break for the duration of the reporting period, or any cases that only report paid training, sick, or PRA hours.
2. **D.3b(2) – Total Number of Participants Providing Elderly Community Service:** This measure reports the number of cases with recorded community service hours to the elderly community within the reporting period. This measure will exclude any cases that were on break for the duration of the reporting period, or any cases that only report paid training, sick, or PRA hours.

- **D.3c – Average Hours per Week in CSA:** This measure displays the average hours per week of all cases that were continuously enrolled during the reporting period, had no approved breaks in participation during the reporting period, and recorded no paid training, sick, or PRA hours during the period.

Using Section D to understand employment outcomes: You can compare elements D.2a and D.2c to assess the success rate of participants who start unsubsidized employment. D.2c reports cases having an exit date two quarters before the reporting period, that started unsubsidized employment, but did not achieve Q2 Employment with any employer by the end of the current quarter. Elements D.2e (median starting wage) and D.2g (average hours worked per week) help evaluate job quality and are the best predictors of median earnings (measure B2.3). You can also use D.2b (number of OJE placements) and D.1a (hours of paid training) to begin analyzing the impact of training on Q2 Employment outcomes.

Section D: Internal vs. WIPS QPR

- **General:** In the internal QPR, the record level for section D measures can sometimes be at the placement-level, while WIPS measures will always be at the case-level. Therefore if there are multiple placements for a single case within a reporting period, it is possible that counts on the internal QPR may be higher than the WIPS QPR in Section D.
- **Placements:** The internal QPR section D placement measure cohorts reflect the current reporting period; the measures in this section look primarily at cases that had placements within the current quarter. Because the WIPS QPR submission does not accept current quarter exiters, upon submission to WIPS the exit and therefore the placement information associated with the participant who exited in the current quarter is removed from the participant record. Therefore, there is no data related to current quarter exiters and their placements in WIPS, so all placement measures in section D will report on placements that occurred in the prior quarter. For example, in PY24 Q4 measure 2a placements will report on any participant who had a placement start within PY24 Q3.
- **Number of Records without Credit in the Second Quarter after Exit:** On both the internal QPR and WIPS QPR, the Number of Records without a Placement in Second Quarter After Exit measure reports on the same cohort as the Q2 employment rate measure. Therefore, instead of focusing on exiters from two quarters prior to the current reporting period, this measure in the WIPS QPR focuses on exiters from four quarters prior to the current reporting period.
- **Percentage of Placements in the 2nd and 4th Quarters with the Same Employer:** On both the internal QPR and WIPS QPR, the Percentage of Placements in the 2nd and 4th Quarters with the Same Employers measure reports on the same cohort as the Q4 employment rate measure. Therefore, instead of focusing on exiters from four quarters prior to the current reporting period, this measure in the WIPS QPR focuses on exiters from six quarters prior to the current reporting period.