

Dashboard-M

Development Version: Crystal Reports XI, Service Pack 2. **Special Note:** *This report runs best with Crystal Reports Version XI. In earlier versions, not all chart features will work correctly, and tailoring of the report may be required--possibly each time it is run. For assistance with earlier versions, please contact the report developer. Note also that this report is intended for printing in color.*

Driver: You will need a driver named "Moses2" in order to run the report.

First Issuance Date: 1/25/10. **Most Recent Modification:** (M-3/5/10).

Parameters: Location Level (Statewide All, Statewide Career Centers, Region, Career Center, Local Office), Region, Career Center, Local Office, Start Date, End Date.

Parameter List of Values Updated Date: N/A

Update of Job Placements from Wage Record Matches (every February for the previous fiscal year): 2/10/2010.

Key Features: The Dashboard report shows five pages of dashboard metrics in chart form, followed by explanations of the logic underlying each chart. Each page represents a specific set of workforce development metrics, as follows (Note: the pages are not numbered so that the user can select subsets of pages to print without the appearance of "missing pages"):

- 1- **Job Seeker Customers** - Numbers served across the years; number of visits across the years; type of services provided (most recent selected year); customers served and customer visits month by month in the most recent selected year as compared to the same period in the previous year; new training enrollments (most recent selected year) - top 10 occupational categories.
- 2- **Job Seeker Characteristics** - Gender by Fiscal Year; Education Levels by Fiscal Year; Education Levels (most recent selected year); Ethnicity by Fiscal Year; Ethnicity (most recent selected year); Age by Fiscal Year.
- 3- **Job Seeker Outcomes** - Job Placements by Fiscal Year; Average Wage by Fiscal Year; Job Placements (monthly comparison of most recent selected year to same period previous year); Job Placements - Top 10 Industry Sectors (most recent selected year); Job Placements - Top 10 Occupational Categories (most recent selected year).
- 4- **Employers** - Employers Served by Fiscal Year; Employer Service Contacts by Fiscal Year; Employer Services (most recent selected year); Employers Served (monthly YTD - most recent selected year vs. previous year); Employer Service Contacts (monthly YTD -most recent selected year vs. previous year); Job Orders and Associated Job Openings by Fiscal Year.
- 5- **Employer and Job Opening Characteristics** - Employers: Top 10 Industry Sectors (most recent selected year); Job Openings: Top 10 Occupational Categories (most recent selected year).

The report can be run all statewide offices, all career centers statewide, or for a specific region, career center, or local office.

As reflected in the dropdown list for start date, the selected start date must always be the beginning of a fiscal year (July 1) and should allow at least one previous fiscal year to appear in addition to the current one. The selected end date should be the last date of a month (since many charts are based on date that is compiled only monthly). While the report could be run with other end dates, the chart labels would not accurately reflect the dates of the actual underlying data in some cases. Upon refreshing the report, the user will be alerted if the selected End Date is not the end of a month or if the end date is later than the most recent available report data and told to rerun the report using the correct end date. Note that monthly data becomes available after the Saturday following the first Friday of a given month.

Pop-up messages: This report is comprised of about 20 subreports, many of which use the OSCCAR Reports table, which is updated monthly. If you see repeated pop-up messages that say a table has changed and **asking whether to update the report, always say "OK"**. If you receive a pop-up message that says "cannot find" a certain table and **asks whether to remove the table from the report, always say "No."** These messages do not mean there is anything wrong with the report.

Exporting: This report may be exported to pdf format for distribution. You may also double click on a chart if you want to export one or two charts individually (some charts are found in the same subreport, so are not available individually).

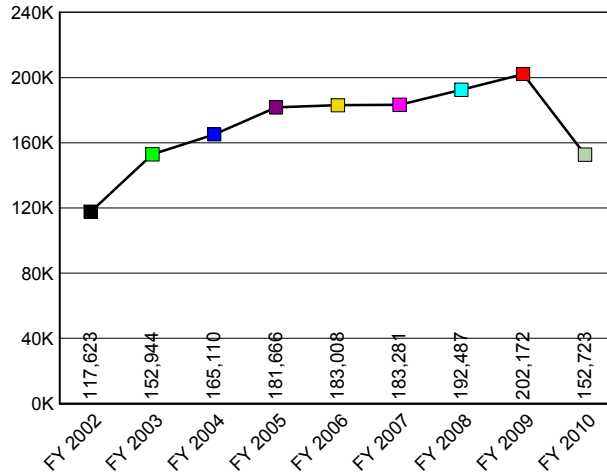
Report Run Times: About 5 to 15 minutes. The first time you run the report, it may take several minutes for the parameter screen to appear. To minimize the time to bring up the parameter screen, go to file->save data with report. The next time you refresh the report, the parameter screen should appear more quickly.

Report Feedback: This report has been tested for accuracy; however, we encourage your feedback--if you get unexpected results or have other suggestions, please contact the report developer below.

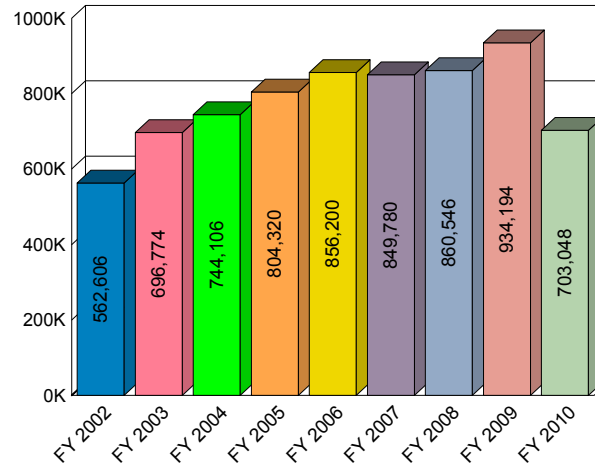
Report Developer: Linda Bass, lbass@detma.org, 617-864-1570.

Job Seeker Customers

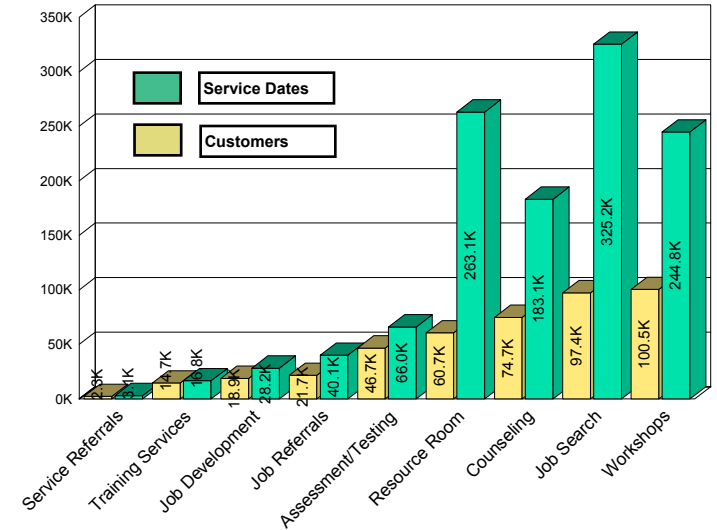
Total Customers Served *



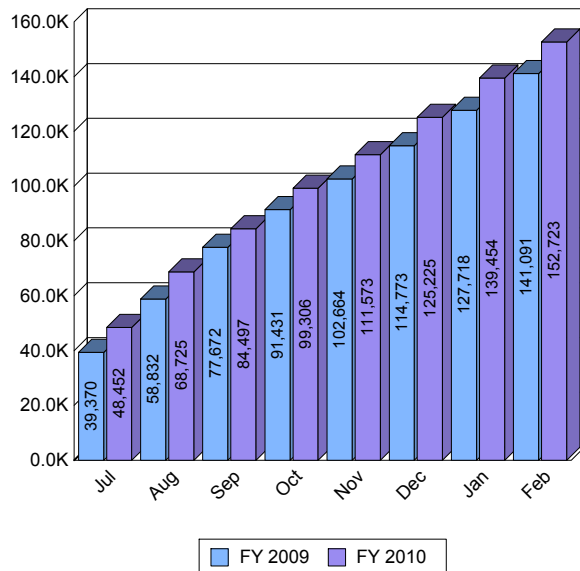
Total Customer Visits *



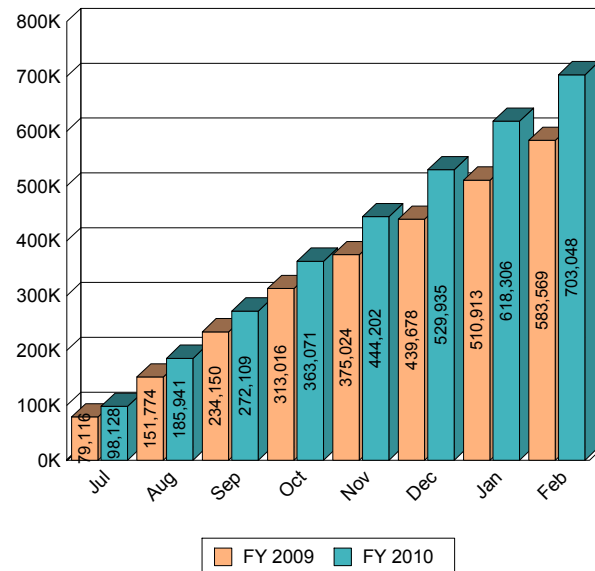
Individual Services Provided
July 01, 2009 to February 28, 2010



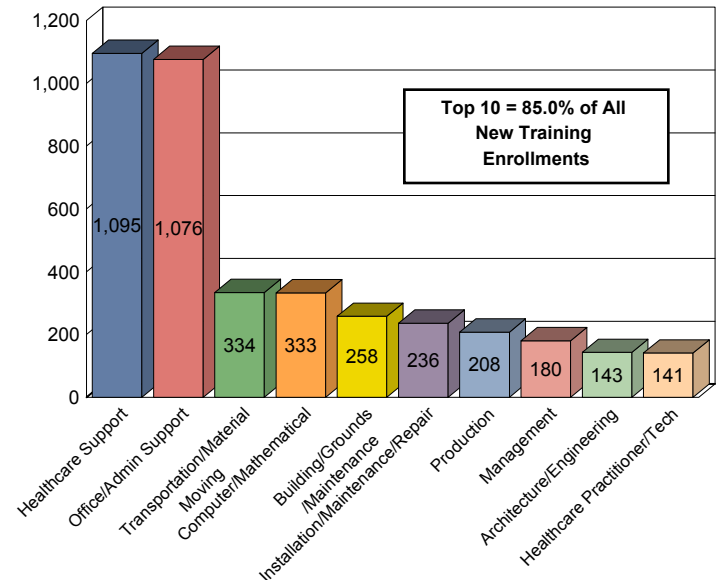
Customers Served
Monthly YTD Totals - Last Two Years



Customer Visits
Monthly YTD Visits - Last Two Years

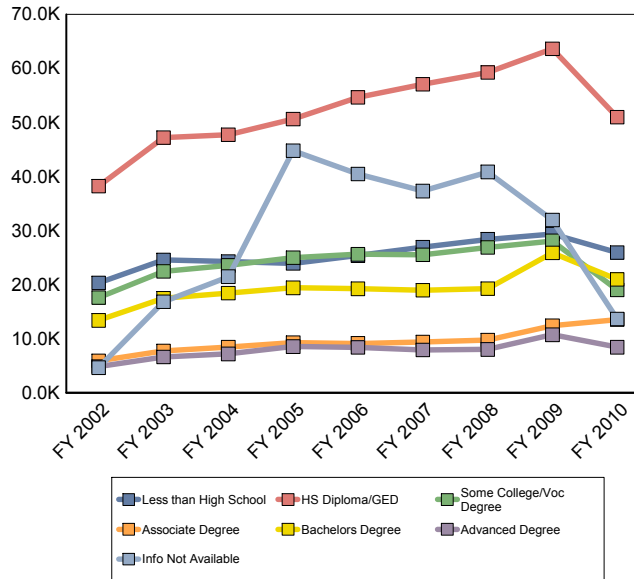


New Training Enrollments: Top 10 Occupational Categories
July 01, 2009 to February 28, 2010



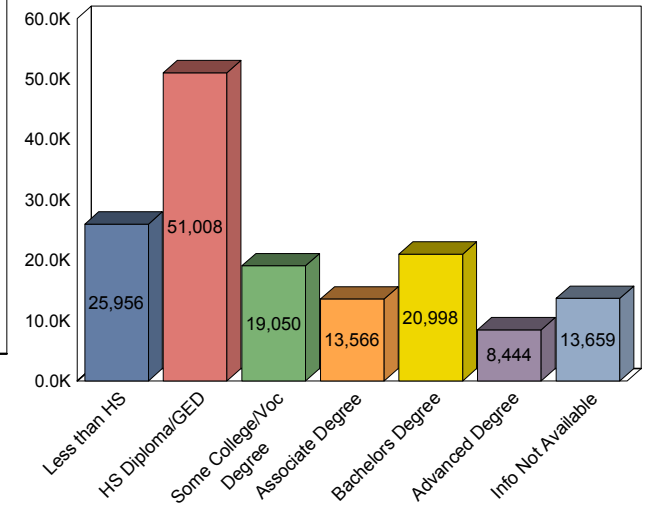
Job Seeker Characteristics

Education Levels by Fiscal Year *

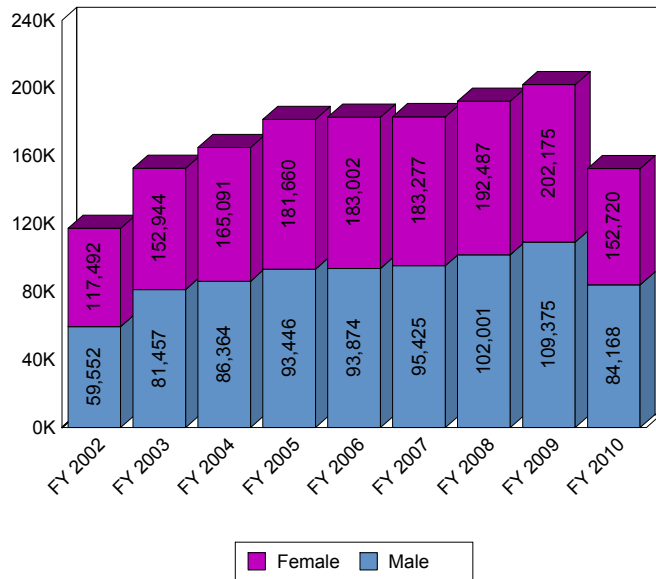


Education

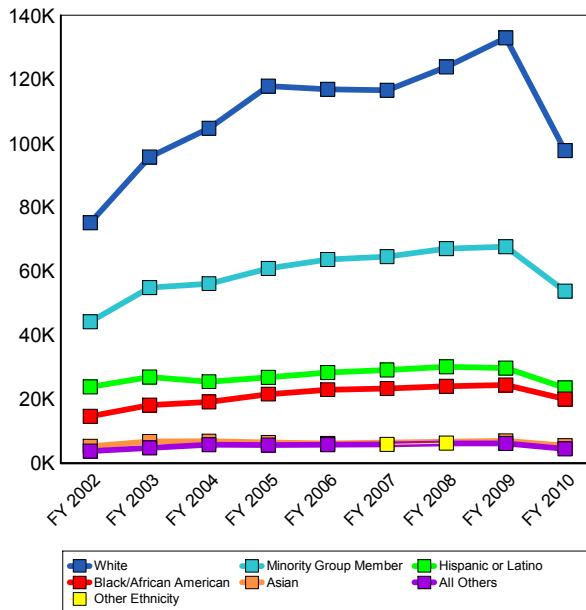
July 01, 2009 to February 28, 2010



Gender by Fiscal Year *

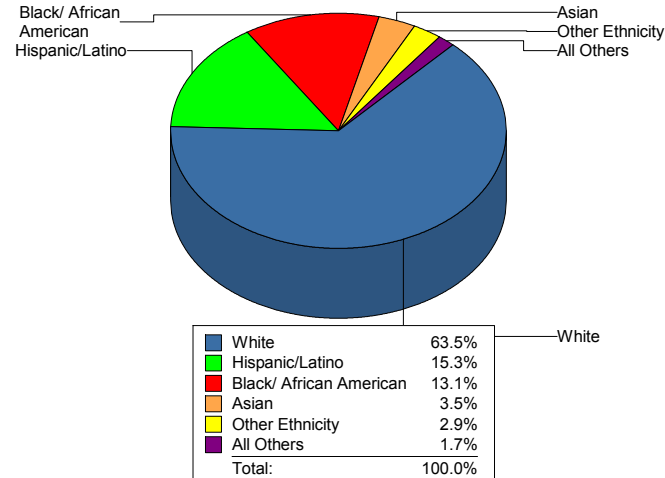


Ethnicity by Fiscal Year *

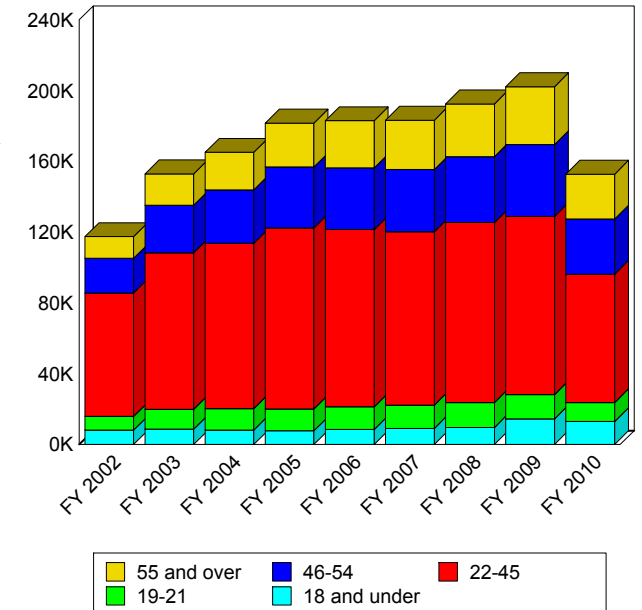


Ethnicity

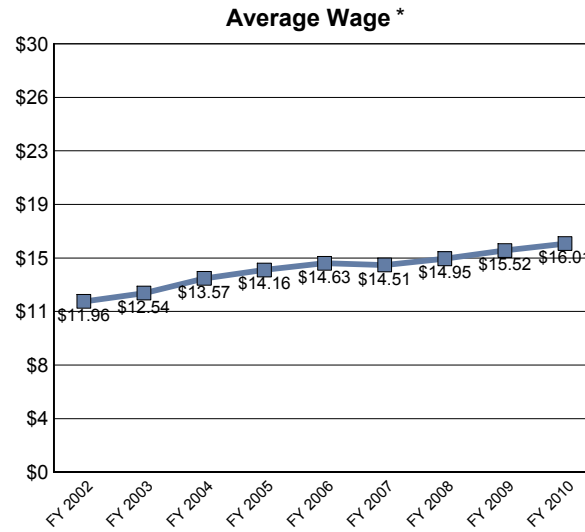
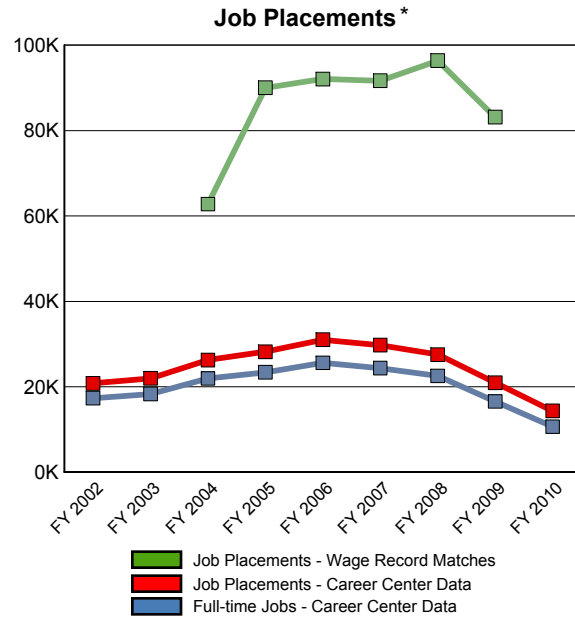
July 01, 2009 to February 28, 2010



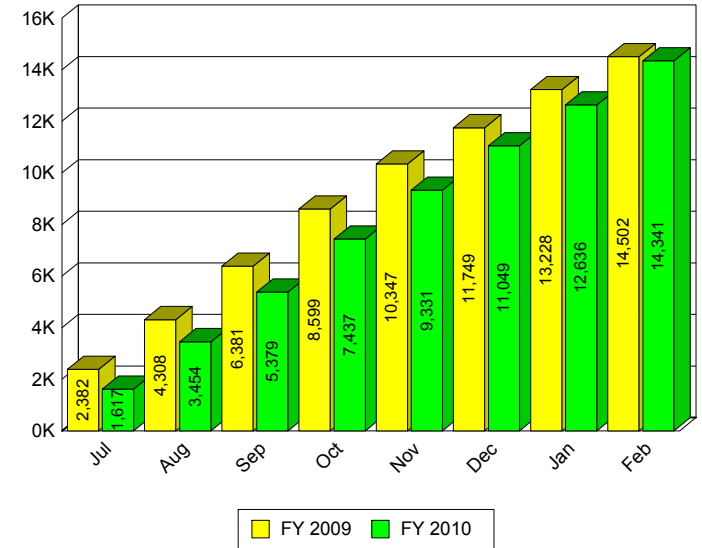
Age by Fiscal Year *



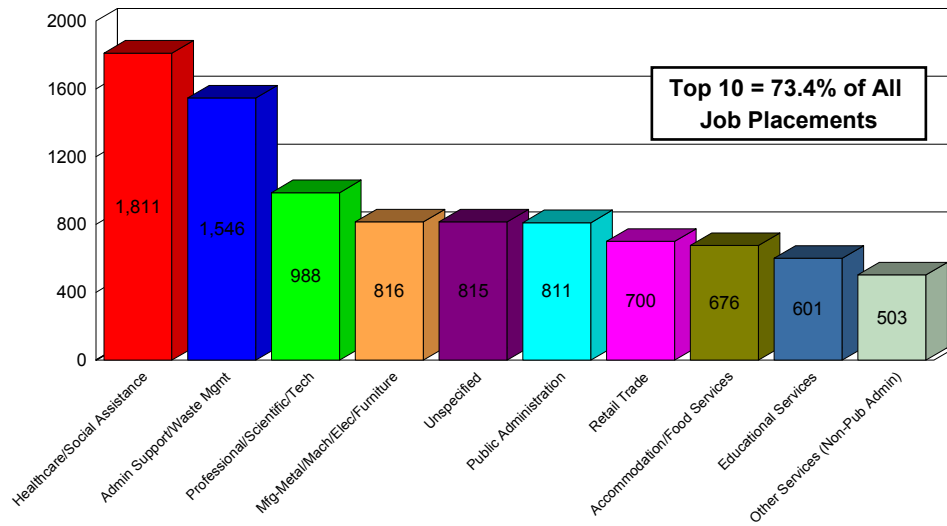
Job Seeker Outcomes



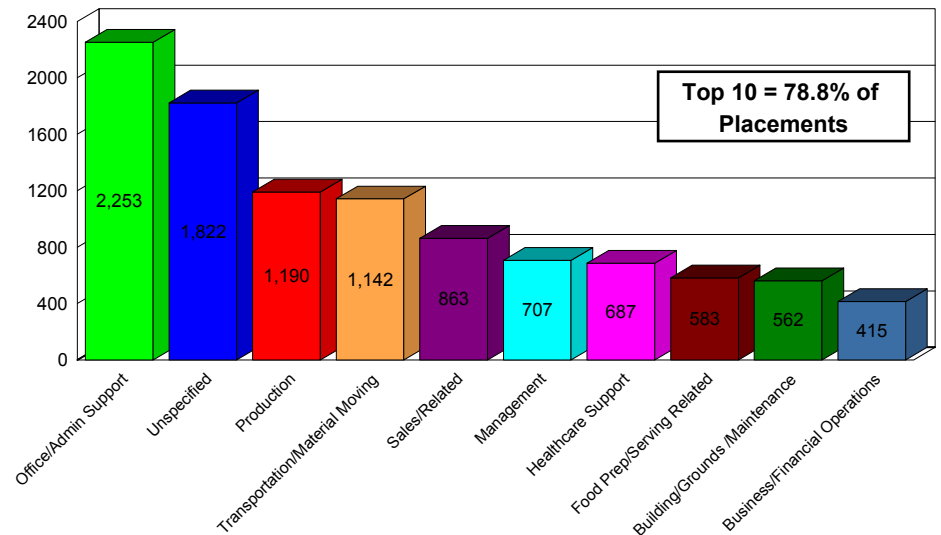
Job Placements of Individual Customers Monthly YTD Totals - Last Two Years



Job Placements: Top 10 Industry Sectors July 01, 2009 to February 28, 2010

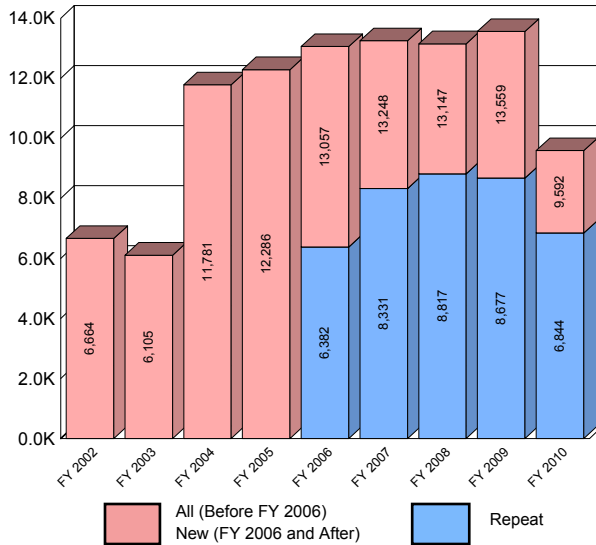


Job Placements: Top 10 Occupational Categories July 01, 2009 to February 28, 2010

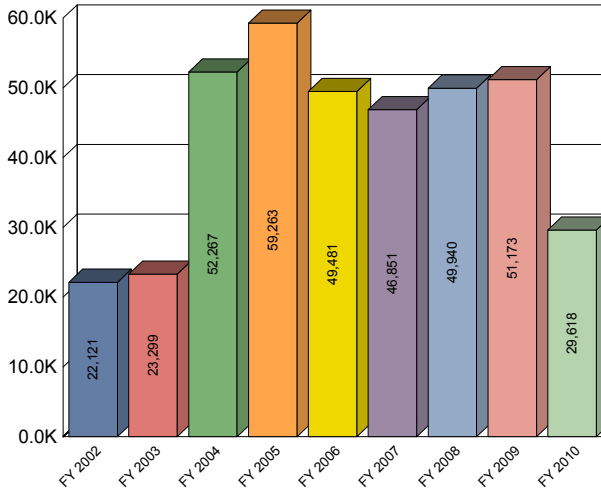


Employers

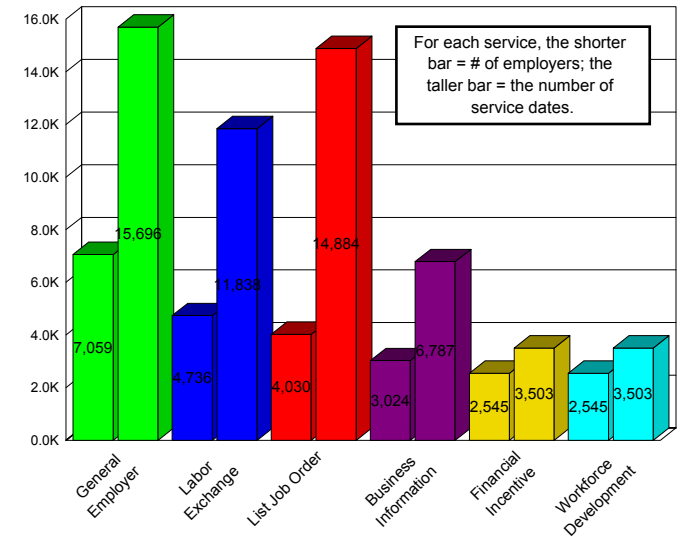
Employers Served *



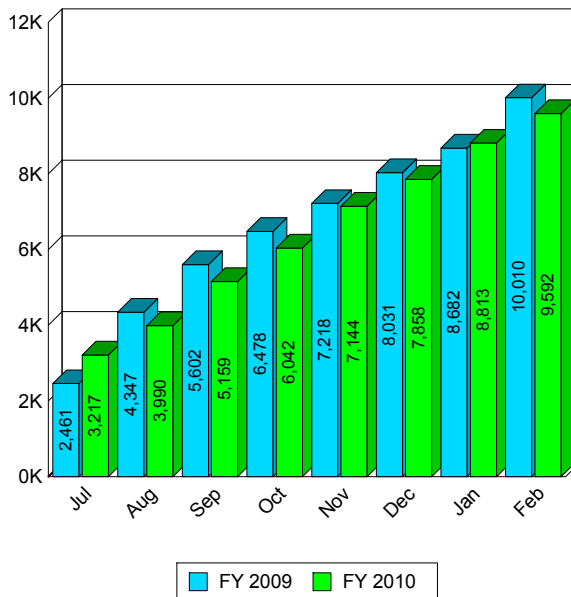
Employer Service Contacts*



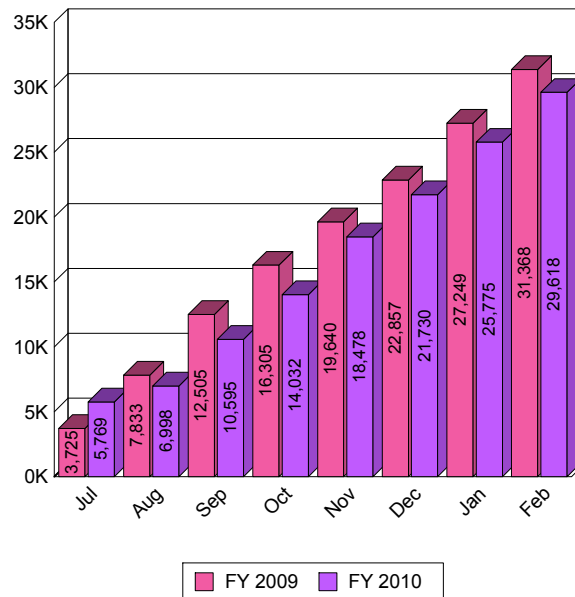
Employer Services
July 01, 2009 to February 28, 2010



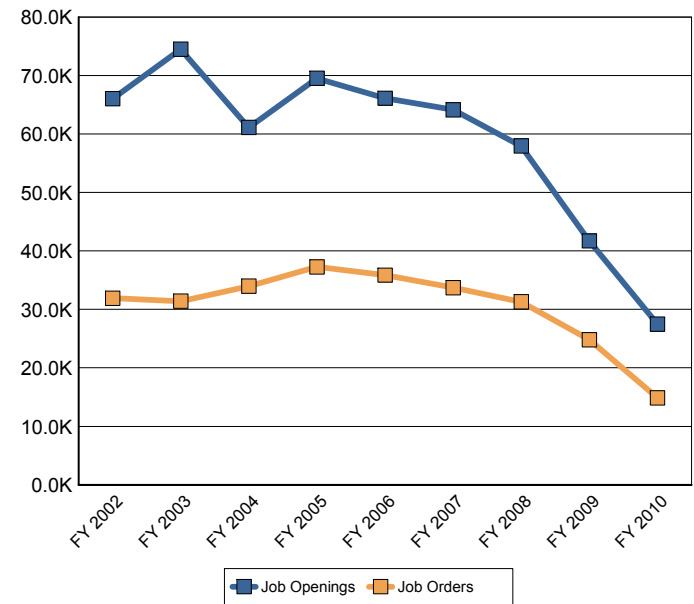
Employers Served
Monthly YTD Totals - Last Two Years



Employer Service Contacts
Monthly YTD Totals - Last Two Years



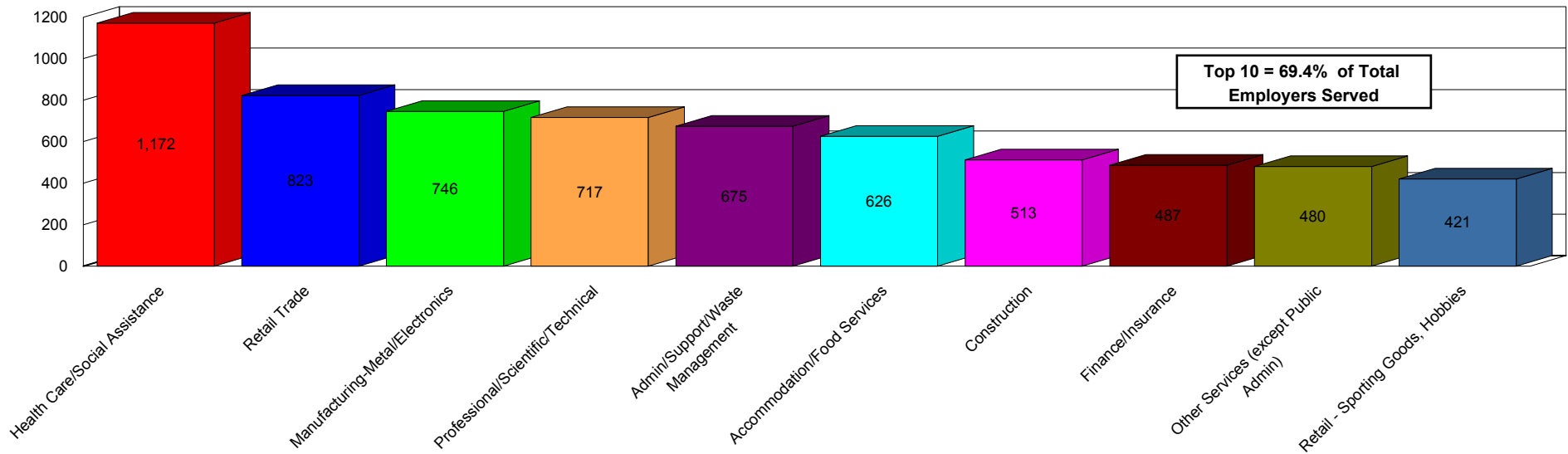
Job Orders and Associated Job Openings *



Employer and Job Opening Characteristics

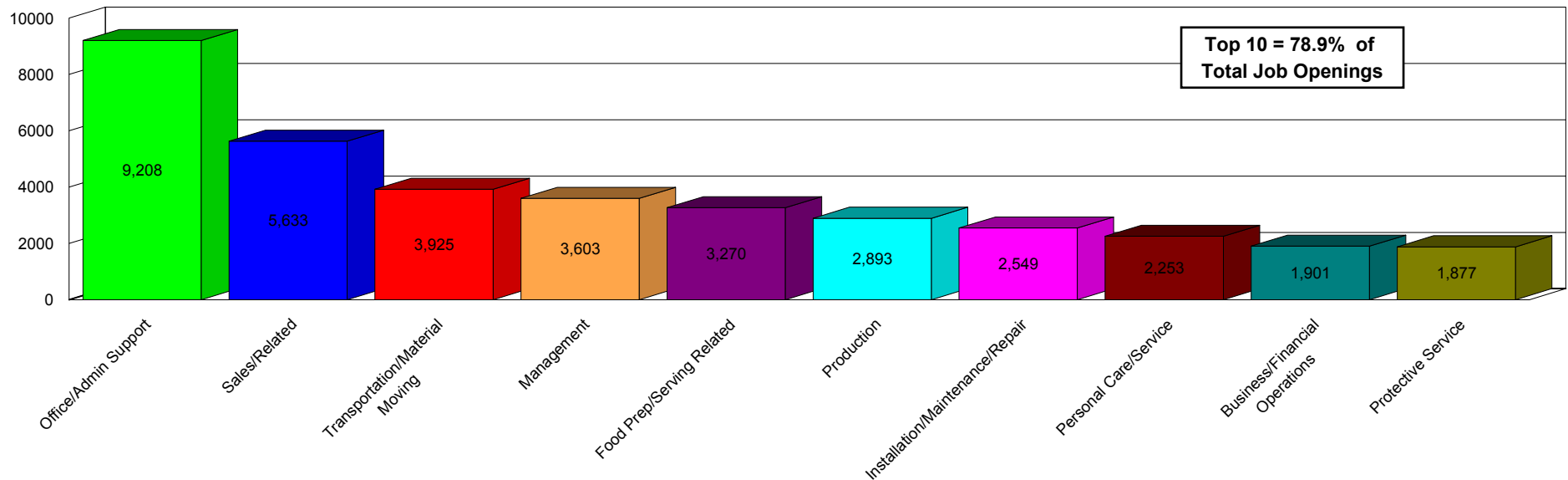
Employers: Top 10 Industry Sectors

July 01, 2009 to February 28, 2010



Job Openings: Top 10 Occupational Categories

July 01, 2009 to February 28, 2010





Performance Dashboard Statewide - All Locations

For the Period: July 01, 2001 to February 28, 2010
(Unless Otherwise Specified)

* Indicates Partial Data for the Most Recent Year

Notes on the Charts

In General: Charts based on the One Stop Career Center Activity Report (OSCCAR) make use of transaction (data entry) dates vs. service dates. Note that if the selected report end date is not 6/30 of a given year, the fiscal year count will reflect only activity through the month of the selected end date, assuming the selected end date is the last day of the month. If the selected end date is not the last day of the month, the charts will reflect counts through the last full month.

Total Customers Served: The distinct count of all customers with an approved (non-administrative) service during each fiscal year. Based on the OSCCAR Report.

Total Customer Visits: Customer visits reflect the number of distinct dates on which a customer visited a center or received an approved (non-administrative) center service per fiscal year. This is a measure of the intensity of center usage. Based on the OSCCAR Report.

Individual Services Provided: The distinct count of customers who receive services of each type during the most recent fiscal year in the report period is shown in the first bar for each service. The count of distinct service dates for those customers is shown in the second bar, e.g., if 50 customers participated in one or more workshops during the period, the left bar would show the number 50. The right bar would show the number of distinct service dates for this category for these customers. If each customer participated in two workshops on different days during the period, the right would show 100 service dates. Based on the OSCCAR Report.

Individual Customers - Monthly YTD Totals and Monthly YTD Visits - Last Two Years: These two charts show a comparison by month of customers served and of customer service dates for the most recent selected year compared to the previous year. Based on the OSCCAR Report.

New Training Enrollments: Top 10 Occupational Categories: This chart shows all new enrollments in occupational skills training courses during the most recent selected year by occupational categories specified for the training. Only the top 10 occupational categories are shown. The text box explains what percentage these enrollments represent of all occupational skills training enrollments. Note that only new enrollments for the period are shown, i.e., customers who were enrolled in a previous fiscal year and are still in training are not reflected here. This report is based on all adult/youth customers during the report period who are enrolled in a course with an occupational skills activity, regardless of funding source. This report is drawn from the Massachusetts One-Stop Employment System (MOSES) statewide database.

Gender by Fiscal Year: This chart shows the number of male customers at the bottom of the stacked bar, and the female customers at the top of the stack, by fiscal year. Note that the counts are cumulative, so that the lower number shows the number of males, and the higher number shows the total of males and females. Based on the OSCCAR Report.

Education Levels by Fiscal Year: This chart shows the trends in highest education level attained by customers receiving services across fiscal years. Based on the OSCCAR Report.

Education: This chart shows the breakout of highest education level attained for the most recent selected fiscal year. Based on the OSCCAR Report.

Ethnicity by Fiscal Year: This chart shows the trends across fiscal year in customers served based on ethnicity. Based on the OSCCAR Report.

Ethnicity: This pie chart shows the share of all customers served represented by the top 5 ethnic groups for the most recent selected fiscal year. Based on the OSCCAR Report.

Age by Fiscal Year: This stacked bar chart shows the share of total customers represented by each age group across fiscal years. Based on the OSCCAR Report.

Job Placements: If run at the Statewide - All Locations or Regional level, this report will show the number of job placements (in green) included in federal reports which is obtained from wage record matching and supplemented by career center data. This data is drawn from Tab 10, Chart 2, of the 2nd Quarter Performance Reports for each year. The data in this chart reflects the year-end results for the previous fiscal year (July to June). In addition, the chart shows job placements (in red) as captured by career center staff, with another line (in blue) which shows how many are full-time jobs. For other report levels, only career center reported job placements appear--for all jobs and for full-time jobs. ***If running the report at other levels (Statewide Career Centers, Career Center or Local Office), the wage matching line will not appear. Please note that the number of job placements captured by career center staff is much lower than would be reflected in wage match reports, which may show two or three times as many placements as reflected in career center totals.*** For the career center reported data (red and blue lines), the line chart shows the distinct count of customers who received a service at the selected location at any time and who are recorded in MOSES during a particular fiscal year as entering employment. The red line shows all job placements, and the bottom (blue) line shows those that are full-time (30 hours or more). The career center data is based on the OSCCAR Report. Note that the job placements that are attributed to a selected location are based on the individual having received a service at the location at some time in the past, regardless of whether the placement was reported by the selected location or by another location.

Average Wage: The average wage of customers entering employment across fiscal years. Based on the OSCCAR Report.



Performance Dashboard Statewide - All Locations

For the Period: July 01, 2001 to February 28, 2010
(Unless Otherwise Specified)
* Indicates Partial Data for the Most Recent Year

Job Placements of Individual Customers: Monthly YTD Totals - Last Two Years: This chart shows the cumulative monthly count of job placements by month for the most recent selected fiscal year compared to the previous fiscal year. Based on the OSCCAR Report.

Job Placements: Top 10 Industry Sectors: This chart is based only on those job placements (shown as counts) with a start date during the most recent fiscal year included in the date range selected for the report and which have been *reported by the selected location*. *Note that the total job placements are less than the placements reported in the OSCCAR, since the OSCCAR only requires that the individual received a service at the location at some time in the past, whether reported by the current location or not.* Industry sectors are based on NAICS Division Codes, and only the top 10 industry codes are shown; however, the text box shows what percentage the placements in these industries represent of all job placements. In some cases, you might see "Unspecified"--this means that the industry sector has not been recorded in the MOSES database.

Job Placements: Top 10 Occupational Categories: This chart is based only on those job placements (shown as counts) with a start date during the most recent fiscal year included in the date range selected for the report and which have been *reported by the selected location*. *Note that the total job placements are less than the placements reported in the OSCCAR, since the OSCCAR only requires that the individual received a service at the location at some time in the past, whether reported by the current location or not.* Only the top 10 occupational categories are shown; however, the text box shows what percentage the placements in these occupations represent of all job placements. In some cases, you might see "Unspecified"--this means that the occupational category has not been recorded in the MOSES database. Note that since job placements may be legitimately assigned to multiple occupational categories, customers are counted distinctly only within occupational categories, i.e., the top10 may include some multiple counts of the same job placement. To make the ratio valid, the denominator ("all placements") was based on the sum of job placement counts at the occupational category level.

Employers Served: For Fiscal Years earlier than FY 2006, all employers are shown; in FY 2005, the definition of new vs. repeat customers was revamped and the new breakout did not occur until the following year. For FY 2006 and after, the stacked bar chart shows the number of repeat employer customers at the bottom of each stack and the number of new customers at the top by fiscal year. Note that the number at the top is cumulative, including both new and repeat customers. A new employer customer is considered one who received their first approved service in the selected location during the report period. Repeat customers are all employer customers minus new employer customers. Based on the OSCCAR.

Employer Service Contacts: This chart shows the number of distinct employer service contact dates by fiscal year. Based on the OSCCAR Report.

Employer Services: This chart shows the number of employers served and the number of employer service dates by type of service for the most recent fiscal year in the report period. Based on the OSCCAR Report.

Employers Served and Employer Service Contacts: Monthly YTD Totals - Last Two Years: These two charts track month by month cumulative counts of employers served and total service dates. Based on the OSCCAR Report.

Job Orders and Associated Job Openings: This report shows the number of job orders posted during the period and the related job openings, i.e., a particular job order may include only one job opening or it may include 10 or even 100 job openings. Job orders reflect a specific employer contact, while job openings show the scope of openings posted that are related to that contact. This report is based on current and archived job orders that have created dates during the selected report period for the selected location. Data is derived directly from the MOSES database, but with job orders created by Alternative Job Bank (AJB) users and deleted job orders excluded.

Employers: Top 10 Industry Sectors: This chart shows the top 10 industry sectors represented by employers served during the most recent selected fiscal year for the selected location. The text box shows what percentage the top 10 represent of total employers served by this location during the time period. The industries are defined based on NAICS divisions. If you see "Unspecified," it means that the industry sector was not entered into the MOSES database for those employers. This chart is based on data taken directly from the MOSES database. It is based on employers who received employer services or who placed job orders during the selected time period for the selected location. Data is derived directly from the MOSES database, using both current and archived records, but with job orders created by Alternative Job Bank users and deleted job orders excluded.

Job Openings: Top 10 Occupational Categories: This chart shows the top 10 occupational categories of job openings listed by employers during the most recent selected fiscal year for the selected location. Note that in some cases a job opening may be assigned to and counted in more than one occupational category because more than one logically apply. The text box shows what percentage the top 10 represent of total job openings (the sum of category totals, including some multiple assignments) listed with this location during the time period. If you see an "Unspecified" category, it means that the occupational category was not entered into the MOSES database for those job openings. This chart is based on data taken directly from the MOSES database, using archived and current records, but with job orders created by Alternative Job Bank users and deleted job orders excluded. Also note that one job order may be for multiple job openings. This report evaluates job openings, not job orders.