

Business Services Work Group, Measures, v.1, September 9, 2015

Element of Demand-Driven System	Services	Output	Tool to measure?	Outcome	Tool to measure?
System Optimization by businesses Quality relationships	Marketing, Education, program awareness	-New employer recruits -Employers with repeat major service -Establishment/ expansion of "account" -business refers other businesses to the career center/ state		(20% market penetration note this isn't from a business perspective) -NetPromoter Score -the number of businesses served (increase) -number of B2B referrals (increase)	NetPromoter
Talent Sourcing	-Assess business need -Screen, assess, orient applicants -Relationship building	-Job posting with hiring preferences -Specialized/targeted recruitments -Referred applicants -Repeat postings		-Hiring rates -Retention rates -Sustained base of businesses affiliated with career center/system (note this isn't from a business perspective) -Business satisfaction as measured through surveys & focus groups	
Wrap-around services	-Tax-incentives -Accommodations for employees with disabilities	-TIF or EACC application WOTC application -MBW partner referral		-Number of job seeks who self-identify as having a disability -Number of employees who self-identify as having a disability -Number of employees with a disability who were accommodated	
Lay-off Aversion Management	-Assessment of business needs -Outreach, case management to workers	-NEG/TAA application -workshare application		-employees re-employed, retained	
Talent Development: Pipeline	-Assessment of business/sector need -Convening/connecting with businesses with similar needs	-use of OJT, HITG, apprenticeship -formation of sector partnership -referral to existing training resource		-increased pool of eligible applicants - meet stated business need	

	-customized training program	-development of customized option			
Talent Development: Incumbent	-Assessment of business/sector need -Assistance with WTF application	-referral to CommCorp		-identification of resources to meet training need -employee retentions, promotions, wage gain, etc.	

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