

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

MassWorkforce Issuance

100 DCS 09.108

☐ Policy

☒ Information

To: Chief Elected Officials
Workforce Development Board Chairs
Workforce Development Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Operations Managers

cc: WIOA State Partners

From: Alice Sweeney, Director
Department of Career Services

Date: April 13, 2017

Subject: **OSCCAR Report to align with WIOA Performance Reporting Revision**

Purpose: To notify Local Workforce Development Boards, One-Stop Career Center Operators and other local workforce partners that the Employer section of the OSCCAR report has been revised.

Background: One of the new WIOA performance measures is *Repeat Business Customers*. This measure is defined as the percentage of repeat employers using services within the previous three (3) years.

The OSCCAR report has always reported on repeat employer customers, but the report logic has looked back through an employer's total service history with no time limit in order to determine if the employer was a repeat customer. In order to more align with, and transition to the new performance measurement, we have revised the OSCCAR report logic to agree with the WIOA Performance measurement definition of *employers using services within the previous three (3) years*.

This change has been implemented as of the March OSCCAR report. You will now see fewer repeat customers and more new customers. This will also assist us with baseline data for FY2018 performance negotiation.

Action

Required: Local Workforce Boards, Career Center Operators, and workforce partners should ensure that their staffs are made aware of this revision.

Effective: Immediately

Inquiries: Please email all questions to Leslie Abramowitz, leslie.a.abramowitz@state.ma.us
Please reference this MassWorkforce Issuance number in your inquiry.