

## **Metrics FAQ's**

### **General Questions**

**1. Why do we have to submit our data to Virginia Works?**

This is a new requirement as legislation now requires the Secretary of Labor to conduct annual evaluations of the performance of workforce development and training programs at the statewide level, and gives Virginia Works the duty to regularly track program metrics. Your program has been identified as a required participant in the data collection effort. The Workforce Metrics Team will assist you with any challenges in reporting your data.

[Code of Virginia Code - Chapter 20.2. Workforce Development and Advancement](#)

**§ 2.2-2036. Definitions**

**2. We know that many of the participants in our program are also being served by other programs in the Workforce Ecosystem. Should we still report data on our participants if we know they are being served by another program that is submitting program metrics?**

Yes, report on all individuals served by your program. The Workforce Metrics Team does acknowledge that there will be some duplication in the individuals served across programs – this effort is focused on statewide, programmatic outcomes.

**3. Should individuals that are under the age of 18 be counted in the data my program reports?**

Yes, include all individuals served including those participants that may be under the age of 18.

**4. Tracking starting / continuing wages and wage progression over time are metrics that are a challenge for us. How can my program enter into an agreement with the Virginia Employment Commission to leverage UI data to verify employment and wages?**

Many agencies have data sharing agreements with the VEC. Please contact Tanzania (Nia) Brown-Nolan (Tanzania.Brown-Nolan@vec.virginia.gov) and mention your request is concerning data for the purposes of the Commonwealth Workforce Metrics. Please note that programs must collect Social Security Numbers for this to be a viable option.

**5. How do I request that a program be added or removed from this metrics effort?**

Please contact Virginia Works Commissioner Nicole Overley at [Nicole.Overley@virginiaworks.gov](mailto:Nicole.Overley@virginiaworks.gov)

**6. How do I make changes to our data owner or other contact information?**

Please contact Andrea Glaze at [Andrea.Glaze@virginiaworks.gov](mailto:Andrea.Glaze@virginiaworks.gov)

**7. How do I make a correction to data that has been submitted?**

Please contact Andrea Glaze at [Andrea.Glaze@virginiaworks.gov](mailto:Andrea.Glaze@virginiaworks.gov)

### **Submission Questions**

**1. How often will we be requested to submit data?**

The current projected reporting cadence is once a quarter based on the state fiscal calendar.

Quarter 1– Collecting FY2025 Q1 data: July 1, 2024 – September 30, 2024

- Collection Go-Live: **February 26**
- **Data Submission Deadline: March 21**

Quarter 2 – Collecting FY2025 Q2 data: October 1, 2024 - December 31, 2024

- Collection Go-Live: **May 1<sup>st</sup>**
- **Data Submission Deadline: May 31<sup>st</sup>**

Quarter 3 – Collecting FY2025 Q3 data: January 1, 2025 - March 31, 2025

- Collection Go-Live: **August 1<sup>st</sup>**
- **Data Submission Deadline: August 30<sup>th</sup>**

Quarter 4 – Collecting FY2025 Q4 data: April 1, 2025 - June 30, 2025

- Collection Go-Live: **November 1<sup>st</sup>**
- **Data Submission Deadline: November 21<sup>st</sup>**

**2. Which calendar are we using for quarterly data? Fiscal or calendar year?**

We are collecting quarterly data on the state fiscal year. Fiscal Year 2025 Quarter 1 refers to July 1<sup>st</sup> to September 30<sup>th</sup> of 2024. This date is also highlighted within the data submission form.

**3. Our program only collects data annually. How will we report quarterly data if our program does not have the ability to do so?**

If programs are conducting quarterly activity, it is expected that programs move to quarterly reporting. However, if program activity is only occurring in one quarter (example: a scholarship committee meets only once a year) the program may continue to report annually. Please contact Virginia Works if there are additional considerations for your program.

**4. Our program operates on academic years and only collects data annually. How do we report our metrics?**

See Response Above

**5. Should I provide a submission if I don't have any new data to report or have limited data to report?**

We request you submit all the data that you have available for the quarter. A response should be submitted for all programs, even if there is no new data report. We understand you may not be able to report on all the requested metrics. Utilize the comment fields to explain any metric for which data is not available.

**6. Where will our data submissions go?**

The Workforce Metrics Team will gather the data you submit via the data submission form and integrate it into the Virginia Works owned reporting dashboard, providing a comprehensive overview of individual program performance.

**7. Our program is new and we do not have metrics yet. Are we still required to submit data?**

Yes, new programs should still respond to the data collection request. For any metric that data

cannot be provided, utilize the comments for justification.

## **Definition Questions**

### **1. How is a “program” defined? (Definitions as listed in VA code)**

“Workforce development programs” are publicly funded education, training, and support services programs designed and administered to prepare and enable participants to enter into and advance in careers.

"Workforce education and training programs" are programs offered by an education provider with the goal of providing an individual with a credential that leads to employment.

"Workforce services programs" are primarily focused on providing, coordinating, and supporting services to assist individuals in attaining employment, including assistance with locating job opportunities, connecting to workforce education, and training programs, and coordinating with other available supportive services.

### **2. How is a “participant” defined?**

A participant is any individual who was enrolled and/or received services from a program at any point within the reporting period.

### **3. How is “people trained” defined?**

People trained is defined as the number of participants who successfully exited a program by completing the training or receiving a certification.

### **4. How is a “certification” defined?**

A certification includes a workforce credential, a recognized postsecondary credential or the equivalent of a high school diploma.

### **5. Can a definition of cohort be provided? Does the period of exit from the program impact any of the metrics?**

- a. These metrics reflect activity that is recorded during a specific quarter. For example, for FY2024Q2 (October 1, 2023-December 31, 2023), each program should report the number of new job placements recorded in the program’s official system of record. For programs that use UI wage match, this may mean the actual employment activity occurred several months prior due to data lags.
- b. Example for WIOA Title Programs that provide quarterly reports to the Department of Labor: For FY2024Q2 (October 1, 2023-December 31, 2023), the Job Placement Metric will be driven by the program exit date of 10/1/22-12/31/22 and the job placement activity would have occurred between 1/1/23-3/31/23. The job placement activity is occurring outside of FY2024Q2, however, the activity was recorded in the system of record during FY2024Q2.
- c. Example for other programs: For FY2024Q2 (October 1, 2023-December 31, 2023) Job Placement Metric, programs should report the number individuals that exited from the program and were placed in a job and the data was recorded in their system of record during the quarter (October 1, 2022-December 31, 2022). The date that the individual exited the program and began their job may have occurred outside of the reporting quarter. **For example, a participant enrolls in a workforce program and completes the program on June 30, 2023. The participant is placed into a job on July 1, 2023. The job placement**

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**should be counted in the quarter as soon as the program becomes aware of the job placement activity and records the activity in their system of record.**

### **Metric-Related Questions**

**1. What if some metrics do not pertain to the specific services my program provides?**

We are aware there will be exceptions, but we still request you provide relevant data for the six metrics that are applicable to your program. Utilize the comment field to explain contingencies, as communication and feedback are key.

**2. Will new metrics be added in the future?**

The current six core metrics are the initial metrics we are requesting. There is a possibility as data collection matures, that we will ask you to provide additional metrics for your programs for additional insight.

**3. If a program participant during the reporting period will complete the program outside of the reporting period dates, should they still be included in this data submission?**

Those that complete the program outside of the reporting period will not be included in that period's data submission.

### **Job Placement Metric**

**1. Once apprentices complete our program, they often become self-employed. Should they be counted in the Job Placement Metric?**

Yes, self-employed individuals should be counted in the Job Placement Metric.

**2. Typically, there is a lag in the employment data available. Will that be considered with the quarterly data requirement?**

The lag in employment data is one we are aware of and will be considered when gathering metrics. We have purposefully aligned reporting periods to account for lags in data availability. We ask for programs to input data that they have and utilize the comment field to provide insight into your programs data lag.

**3. For Job Placements, we use UI data quarterly reports. UI data has significant lag and not all the population we serve is included in the report. Is it acceptable to submit our data understanding the lag and shortcomings in the available data?**

If UI wage data presents a data lag, please utilize the most recent data you have available and specify the distinction of the data within the comment field.

**4. For the Job Placement Metric, we are only able to gather these metrics based on a voluntary survey, which is not fully utilized. How can we better collect employment data?**

Employment data is a challenging metric that has been identified and where some programs may lack concrete data. Many agencies have data sharing agreements with the Virginia Employment Commission

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(VEC) to collect employment information. Please contact Tanzania (Nia) Brown-Nolan (Tanzania.Brown-Nolan@vec.virginia.gov) to learn more about establishing a data agreement with the VEC. Please note that programs must collect Social Security Numbers for this to be a viable option.

**5. Is the Job Placement Metric a subset of the number of People Trained Metric?**

No, the participants in the Job Placement Metric are not a subset of the People Trained Metric.

**6. Are apprentices counted as a Job Placement?**

Yes, a program that provides apprenticeships should count the individual in the Job Placement Metric when the individual begins their apprenticeship program.

**7. Our apprenticeship program can report job placements and job retention in various ways. For job placements and job retention, are we including current apprentices or only reporting once they have exited the program?**

Apprenticeship programs should count the apprentice in the job placement metric when the apprentice begins.

For Job Retention, the program should evaluate if the apprentice remains employed (at the same or a different employer) 4 quarters (12 months) after completing their apprenticeship.

**8. Our program does not place people in jobs, we are a business services program that creates job. Should we report jobs created?**

Yes, Business Services Program should report the number of new jobs created.

**9. Our program provides professional development training to current employees. Should they be counted in the job placement metric?**

No, do not include individuals who receive professional development as part of their job as a new job placement.

**People Trained Metric**

**1. Our program does not train individuals, what should we input for people trained?**

We understand not all programs are training programs. The people trained metric is relevant only to programs who provide training services. Please put a "0" in the People Trained Metric and add a comment that the program does not train individuals.

**2. My program reports on the number of enrolled program participants. Is that synonymous to the number of people trained? Should I treat the two synonymously?**

No. The number of participants trained is not the same as the number of participants enrolled in a program. The number of participants trained is the number of participants that have completed training. The number of participants enrolled is used to calculate the Program Cost per Participant Metric.

**3. Are Work Based Learning Activities counted as training activities?**

Yes, Individuals that complete Work Based Learning Activities such as apprenticeships, On-the-Job Training, Internships should be included in the "People Trained" Metric.

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- 4. Our program is an internship-based program where students work onsite but the program does not lead to a credential. Will this count for people trained?**

People trained represents those that receive a formal certification from completion of a program, or those that successfully exit the program. If your program considers students achieving an internship a successful exit, then those individuals will count towards that metric.

- 5. For people trained, our program counts students as credentialed if they obtain a high school diploma, is that acceptable?**

Yes, this would be tracked for the people trained metric.

### **Total Program Cost Metric**

- 1. What type of costs do we report for the total cost metric?**

For total program cost, we request you report all program operating expenditures that occurred within the given reporting period. Total Programs Costs should include all costs required to operate the program including direct costs to participants, staff costs to operate the program, and administrative costs.

- 2. Our program braids funding from multiple sources, including sources that are not state funded. For the Program Cost Per Participant Metric, should the costs reported only be for state funds?**

The Program Cost Per Participant Metric should include all sources of funding regardless of source of funding. If the program is funded by multiple sources, please include a note on the funding structure in the comments. If able to determine, please indicate the percentage funded by state sources.

### **Program Cost per Job Placement (or per Job Created for Business Services Programs) and Program Cost per Participant**

- 1. For the Program Cost per Participant metric, our reimbursements come in after the end of the first quarter. As a result, we cannot accurately report our program cost. How do you want us to report this?**

We understand not all programs will have the data available to accurately report some metrics for this initial submission. Variation in costs from quarter to quarter due to program timelines can be expected, and we are aware that some programs may not have the ability to submit certain metrics for certain quarters. If you cannot report on a metric, we ask you utilize the comment field to explain your contingencies. The value comes from your comments and helping us better understand your programs.

- 2. We have several programs that do not run on the same cycle. For the Program Cost per Participant metric, should the numerator be costs for all programs being run in the time period, or only programs that were completed during the time period? Similarly, should the denominator be the number of successful completions within the time period, or all participants in the programs during the time period?**

We are looking at this holistically. For the numerator, we are looking for the total reportable expenditures for all programs being run within the time period. For the denominator, we ask that you use all participants in programs during the time period.

**i. Program Cost Per Participant Calculation:**

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Total reportable expenditures for **FY2024 Q1**

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All participants enrolled in the program during **FY2024 Q1****Progressed Wage Growth Metric**

- 1. For the Progressed Wage Growth metric, we can report this as hourly wages or gross quarterly earnings. Which would you prefer that we report for this metric?**

We ask that you provide the data for this metric as median gross quarterly earnings of successful program exits.

**Job Retention Rate Metric**

- 1. Can you provide further guidance on how to calculate Job Retention Rate if you are using VEC Employment Wage Match data? How do you determine that an individual is unemployed?**

Employment status may be checked using VEC wage match data. The denominator would be the number of individuals that had a wage match within 2 quarters (6 months) after completing the program. For WIOA programs this is the number employed second quarter after exit. The numerator would be the number of individuals that continued to have a wage match within 4 quarters (12 months) of program completion. For WIOA programs this is the number employed fourth quarter after exit. If the individual does not have a wage match it is assumed that the individual is unemployed. We do acknowledge that this methodology may not account for individuals working out of state or are self-employed.

**Data Owner / Responsibility Questions**

- 1. How will data owners be supported through the initial reporting phase?**

Data owners will be supported with multiple office hours prior to the initial reporting deadline. The Workforce Metrics Team is here to provide ongoing support throughout the process. This process is intended to be a partnership between Virginia Works and data owners. We encourage data owners, especially those with similar programs, to support each other during the reporting process.

- 2. What if my program cannot get access to sources necessary to submit our data?**

Please reach out to the Workforce Metrics Team with any issues accessing data necessary to submit relevant metrics data. The Workforce Metrics Team will partner with programs in engaging data providers to try and resolve the issue and explore alternatives to ensure timely and accurate data reporting.

- 3. Will this metrics reporting replace other compliance reporting already required by our program?**

No, you are still required to conduct all existing compliance reporting as normal.

- 4. Are we rolling up this reporting? Is there any intention to share this with our federal partners?**

We are not rolling this up into any other reporting. This is for state workforce programs and for awareness at the state level. Not every program involved in this reporting does federal reporting, so this is more for internal usage.

**5. Will our funding be threatened as a result of the data we provide?**

That is not the intent. The intent is to allow us to understand how we are enabling Virginians to get jobs as a function of the services we provide. This is not a comparison between programs. We're looking to understand with program partners on how programs are individually performing over time.

**6. How will we be tracking the metrics effort after this initial submission? Will there be more data submissions down the line, and will we continue to use submission forms for the future to report our data?**

Ongoing reporting is anticipated to be conducted quarterly, and data owner's ongoing support and feedback will play an important role in enabling improvement with every iteration. The submission process will be adjusted as needed as the metrics effort continues. We hope to have this process further automated in the future, ideally with integration into a formal Virginia Works tech hub.

**7. Will there be more office hours for the future reporting periods?**

We plan to continue hosting office hours throughout future iterations of reporting periods. We believe the office hours are not only a way to help programs navigate through the submission process, but also for us to learn from you, and your programs, to strengthen our workforce network as we move along this effort together.

**8. Will there be continued engagement with programs outside of office hours?**

Through our close collaboration with you, and your program leadership, we've gathered substantial insights into the functioning and structure of many of our workforce programs. This has underscored the importance of classifying programs based on their structure and service type. We see this as an opportunity to strengthen and expand our ties with workforce programs and build a network centered on workforce development. There will be continued engagements with workforce programs, and we will be sharing more information on this network with both Agency Heads and Data Owners soon.