

Community Based Organization (CBO) Benchmark Progress Report

Description: This report provides a duplicative (customers who have been enrolled at multiple CBO locations) and an unduplicated (customer's current status) count of customers for each CBO Benchmark. The count can be filtered by agency and program. Results link to customers who fit the criteria.

The **Unduplicated Count** shows customers currently assigned to that CBO and are In Progress / Completed.

The **Duplicated Count** shows progress for all customers who have been assigned to multiple CBOs. If a customer was ever assigned to a CBO they will show in this column.

Benchmark	Definition
<p>Total Number of Customers Referred to a CBO</p> <p><i>Info Bubble:</i> Total count of customers who have been referred to a CBO.</p>	<p>Number aligns with Enrollment Dashboard rows within the CBO <i>Enrollment Verification Status Section</i>:</p> <ul style="list-style-type: none"> Total row from the CBO enrollment verification status section
Enrollment With CBO	
<p>Customers Not Currently Enrolled but they are in the Re-Engagement Process</p> <p>Click Show/Hide Enrollment to view this item.</p> <p><i>Info Bubble:</i> Unduplicated count of customers who are currently not enrolled due to re-engagement.</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> Marked as <u>Not Enrolled</u> on the Progress page Marked with a SNAP Eligibility Status of <u>Eligible</u>, and ready for Re-Engagement <p>This number (plus the <i>Customers who have never been enrolled with a CBO on the Progress Page</i> number) aligns with the following rows on the Enrolled Dashboard:</p> <ul style="list-style-type: none"> Referral Pending – Appointment has Not Been Scheduled Referral Pending – Scheduled Appointment Referral Pending – Need 2151 Referral Pending – 2151 Past Due Referral Pending – No Contact from Customer/Recommend Conciliation Referral Rejected Referral Accepted & Enrollment Started – Enrollment Required DHS Indicated Customer is Exempt and Customer Did Not Attend Initial CBO Appointment DHS Indicated Customer is NOT Currently SNAP/EPIC Eligible Withdrew from Study
<p>Customers who have Missed an Appointment with a CBO</p> <p>Click Show/Hide Enrollment to view this item.</p> <p><i>Info Bubble:</i> Unduplicated count of customers who have been referred to a CBO but missed an appointment.</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> Marked as <u>Not Enrolled</u> on the Progress page Marked with a SNAP Eligibility Status of <u>Eligible</u> or <u>SNAP Ineligible</u> <p>This number aligns with the following rows on the Enrolled Dashboard:</p> <ul style="list-style-type: none"> Referral Pending – No Contact From Customer / Recommend Conciliation
<p>Customers who have Never Been Enrolled with a CBO on the Progress Page</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> Marked as <u>Not Enrolled</u> on the Progress page and marked with a SNAP Eligibility Status of: <ul style="list-style-type: none"> Eligible Ineligible

Benchmark	Definition
<p>Click Show/Hide Enrollment to view this item.</p> <p><i>Info Bubble:</i> Unduplicated count of customers who have been referred to a CBO but have never been enrolled.</p>	<ul style="list-style-type: none"> ○ Exempt ○ Eligible Receiving TANF <p>This number (plus the <i>Customers Who are Not Currently Enrolled Due to Re-engagement</i> number) aligns with the following rows on the Enrolled Dashboard:</p> <ul style="list-style-type: none"> ● Referral Pending - Appointment Has Not Been Scheduled ● Referral Pending – Scheduled Appointment ● Referral Pending – Need 2151 ● Referral Pending – 2151 Past Due ● Referral Pending – No Contact from Customer/Recommend Conciliation ● Referral Rejected ● Referral Accepted & Enrollment Started – Enrollment Required ● DHS Indicated Customer is Exempt and Customer Did Not Attend Initial CBO Appointment ● DHS Indicated Customer is NOT Currently SNAP/EPIC Eligible ● Withdrew from Study
<p>Customers who have Ever Been Enrolled with CBO on the Progress Page</p> <p><i>Info Bubble:</i> Unduplicated count of customers who have ever been or are currently enrolled. (Showing both mandatory and exempt customers)</p> <p>Counts in Assessed/Staffed on Performance Achievement and Expenditure Reconciliation</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> 1. Marked as <u>Enrolled</u> on the Progress page 2. Marked with a SNAP Eligibility Status of: <ul style="list-style-type: none"> ● Eligible ● Eligible and Being Re-engaged ● Ineligible ● Exempt ● Eligible Receiving TANF <p>This number aligns with the following rows on the Enrollment Dashboard:</p> <ul style="list-style-type: none"> ● Referral Accepted & Enrollment Verified ● DHS Indicated Customer is Exempt and Elects to Participate
<p>Aligned to Training by CBO</p> <p><i>Info Bubble:</i> Total count of customers enrolled in a training program on the Progress page. (Does not mean that services were started)</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> 1. Marked as <u>Enrolled</u> on the Progress page 2. Enrolled in one of the training programs offered by the CBO <p>This number will align with the following rows on the Enrollment Dashboard:</p> <ul style="list-style-type: none"> ● Referral Accepted & Enrollment Verified ● DHS Indicated Customer is Exempt and Elects to Participate <p><i>(This number is a break out of the total enrolled number. This row and the row below will total the number of total referred and enrolled customers. To find this number in the <u>Enrolled Dashboard</u>, look at the customer lists for both <u>green rows in the CBO Enrollment Verification Status (Referral Accepted & Enrollment Verified AND DHS Indicated Customer is Exempt and Elects to Participate)</u> and use the advanced search to filter Training Program Enrollment to Enrolled in Training Program.)</i></p>
<p>Enrolled in Pre-Employment Only Services</p> <p><i>Info Bubble:</i> Total count of customers enrolled in Pre-employment on the Progress page. (Does not mean that services were started)</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> 1. Marked as <u>Enrolled</u> on the Progress page 2. Enrolled in Pre-Employment Only Services <p>This number will align with the following rows on the Enrollment Dashboard:</p> <ul style="list-style-type: none"> ● Referral Accepted & Enrollment Verified ● DHS Indicated Customer is Exempt and Elects to Participate <p><i>(This number is a break out of the total enrolled number. This row and the row above will total the number of total referred and enrolled customers. To find this number in the <u>Enrolled Dashboard</u>, look at the customer lists for both <u>green rows in the CBO Enrollment Verification</u></i></p>

Benchmark	Definition
	<p><u>Status (Referral Accepted & Enrollment Verified AND DHS Indicated Customer is Exempt and Elects to Participate)</u> and use the advanced search to filter Training Program Enrollment to Enrolled in Training Program.)</p>
<p>Assessments</p>	
<p>Total Enrolled with CBO and Diagnostic Assessment Step</p> <p><i>Info Bubble:</i> Total count of customers who have the Diagnostic Testing step regardless of status (Not Started, Open, Complete).</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> 1. Marked as <u>Enrolled</u> in a training program or <u>Pre-Employment</u> on the customer Progress page 2. Have a Diagnostic Testing step added to their ISTEP <p>This number aligns with the <u>ISTEP dashboards Total Diagnostic Testing: Count</u> number, this row is in the Career Planning section.</p>
<p>Enrolled and Completed Diagnostic Assessment Step</p> <p><i>Info Bubble:</i> Total count of customers who have the Diagnostic Testing step marked with a completion.</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> 1. Marked as <u>Enrolled</u> in a training program or <u>Pre-Employment</u> on the customer Progress page 2. Have a Diagnostic Testing step added to their ISTEP with a <u>Completion</u> status <p>This number aligns with the <u>ISTEP Dashboards Diagnostic Testing: Successful Completion</u> numbers, this row is in the Career Planning section.</p>
<p>Assessed and NOT Enrolled</p> <p><i>Info Bubble:</i> Total count of customers who have been assessed but not enrolled in a program.</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> 1. Not marked as Enrolled in a training program on the customer progress page 2. Have a 2151 uploaded on the customer progress page marked as "Assessment Completed"
<p>Enrolled and No Diagnostic Assessment</p> <p>Click Show/Hide No Diagnostic Assessment Step to view this item.</p> <p><i>Info Bubble:</i> Total count of customers who do not have the Diagnostic Testing step.</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> 1. Marked as <u>Enrolled</u> in a training program or <u>Pre-Employment</u> on the customer Progress page 2. Does not have any Diagnostic Testing steps added to their ISTEP <p>This number (plus the <i>Total enrolled with CBO Assessment status</i>) will add up to the <i>Customers who have been enrolled with CBO on the Progress page</i> count of this report.</p>
<p>Service Delivery: Career Only (info bubble) Academic (Info bubble)</p> <p>How to Align with the Enrolled Dashboard (Info Bubble) Expand report to show all rows. All the rows under the Service Delivery Section marked with an * will add up to the <u>Customers Who Have Been Enrolled with CBO on the Progress page</u> count of this report.</p> <p><i>Career Only (Info Bubble)</i> To count a customer in Career Only Services, they must complete 4 or more services in one of the following IWDS service categories: (Note: There are multiple services available to select within each of these categories)</p> <ul style="list-style-type: none"> • Paid Work Experience • Self-directed Job Search • Career Planning <p>1. <i>Academic (Info Bubble)</i> To count a customer in Academic Services, they must have one or more of the following steps in Academic/Technical Skills with an <u>Open</u> or <u>Successful</u> completion status:</p> <ul style="list-style-type: none"> • Attend Adult Education and Literacy classes • Raise your Math and Reading skills to 8.0 through a Bridge Program 	

Benchmark	Definition
<ul style="list-style-type: none"> • Improve your Math and Reading skills • Improve your English language skills to 8.0 through a Bridge program • Improve your English language skills • Complete EPIC Training Program (Industry-Recognized Certificate Only) • O Complete EPIC Training Program (CTE/College Credit) 	
<p>* Enrolled Customers who are Participating with a CBO and Does Not Meet Career Only Services or Academic Training Criteria</p> <p>Click Show/Hide No Diagnostic Assessment Step to view this item.</p> <p><i>Info Bubble:</i> These customers are marked as "In Progress: with a CBO and does not have the required steps needed to meet the benchmark for providing Career Only or Academic Training.</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> 1. Marked as <u>Enrolled</u> in a training program or <u>Pre-Employment</u> on the customer Progress page 2. Marked as <u>In Progress</u> in the Completion Information section of the Progress page 3. Does not meet Career Only Services because they do not have 4 Services in one of the following IWDS service categories marked as <u>Successful Completion</u>: <ul style="list-style-type: none"> • Paid Work Experience • Self-directed Job Search • Career Planning 4. Does not meet Academic Training Criteria because they do not have a step in Academic/Technical Skills with an <u>Open</u> or <u>Successful Completion</u> status in one of the following Services/Steps: <ul style="list-style-type: none"> • Attend Adult Education and Literacy classes • Raise your Math and Reading Skills to 8.0 through a Bridge Program • Improve your Math and Reading skills • Improve your English language skills to 8.0 through a Bridge Program • Improve your English language skills • Complete EPIC Training Program (Industry-Recognized Certificate Only) • O Complete EPIC Training Program (CTE/College Credit)
<p>* Completed Customers who Do Not Meet Career Services Only or Academic Training Criteria</p> <p>Click Show/Hide Does Not Meet Criteria to view this item.</p> <p><i>Info Bubble:</i> These customers are marked as completed and do not have the required steps needed to meet the benchmark for providing Career Only services or Academic Training.</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> 1. Marked as <u>Enrolled</u> in a training program or <u>Pre-Employment</u> on the customer Progress page 2. Marked as <u>Complete</u> or <u>Did Not Complete</u> in the Completion Information section of the Progress page, along with a completion reason. 3. Does not meet Career Only Services because they do not have 4 services in one of the following IWDS service categories marked as <u>Successful Completion</u>: <ul style="list-style-type: none"> • Paid Work Experience • Self-directed Job Search • Career Planning 5. Does not meet Academic Training Criteria because they <u>do not have</u> a Step in Academic/Technical Skills with an <u>Open</u> or <u>Successful</u> completion status in one of the following services/steps: <ul style="list-style-type: none"> • Attend Adult Education and Literacy classes • Raise your Math and Reading skills to 8.0 through a Bridge Program • Improve your Math and Reading skills • Improve your English language skills to 8.0 through a Bridge program • Improve your English language skills • Complete EPIC Training Program (Industry-Recognized Certificate Only) • O Complete EPIC Training Program (CTE/College Credit)
Career Only Services	
<p>* Customers who are Participating and are Counted as an Enrollment for Career Only Services</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> 1. Marked as <u>Enrolled</u> in a training program on <u>Pre-Employment</u> on the customer Progress page 2. Marked as <u>In Progress</u> in the Completion Information section of the Progress page 3. Does meet Career Only Services because they do have at least 4 services in one of the following IWDS service categories marked as <u>Successful Completion</u>:

Benchmark	Definition
<p>NO INFO BUBBLE</p> <p>Counts in Enrolled in Training on the Performance Achievement and Expenditure Reconciliation</p>	<ul style="list-style-type: none"> • Paid Work Experience • Self-directed Job Search • Career Planning <p>6. Does not meet Academic Training Criteria because they <u>do not have</u> a step in Academic/Technical Skills with an <u>Open</u> or <u>Successful</u> completion status in one of the following services/steps:</p> <ul style="list-style-type: none"> • Attend Adult Education and Literacy classes • Raise your Math and Reading skills to 8.0 through a Bridge Program • Improve your Math and Reading skills • Improve your English language skills to 8.0 through a Bridge program • Improve your English language skills • Complete EPIC Training Program (Industry-Recognized Certificate Only) • O Complete EPIC Training Program (CTE/College Credit)
<p>* Customers who Successfully Completed Career Only Services and have Completed the Program</p> <p>NO INFO BUBBLE</p> <p>Counts in Enrolled in Training on the Performance Achievement and Expenditure Reconciliation</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> 1. Marked as <u>Enrolled</u> in a training program on <u>Pre-Employment</u> on the customer Progress page 2. Marked as <u>Complete</u> or <u>Did Not Complete</u> in the Completion Information section of the Progress page, along with a completion reason 3. Does meet Career Only Services because they do have at least 4 services in one of the following IWDS service categories marked as <u>Successful Completion</u>: <ul style="list-style-type: none"> • Paid Work Experience • Self-directed Job Search • Career Planning 7. Does not meet Academic Training Criteria because they <u>do not have</u> a Step in Academic/Technical Skills with an <u>Open</u> or <u>Successful</u> completion status in one of the following services/steps: <ul style="list-style-type: none"> • Attend Adult Education and Literacy classes • Raise your Math and Reading skills to 8.0 through a Bridge Program • Improve your Math and Reading skills • Improve your English language skills to 8.0 through a Bridge program • Improve your English language skills • Complete EPIC Training Program (Industry-Recognized Certificate Only) • O Complete EPIC Training Program (CTE/College Credit)
Academic Services	
<p>* Customers Who Are Participating and Are Counted as an Enrollment for Academic Services</p> <p>NO INFO BUBBLE</p> <p>Counts in Enrolled in Training on the Performance Achievement and Expenditure Reconciliation</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> 2. Marked as <u>Enrolled</u> in a training program on the customer Progress page 3. Marked as <u>In Progress</u> in the Completion Information section of the Progress page 4. May or may not meet Career Only Services Criteria 5. Does meet Academic Training Criteria because they <u>do have</u> a Step in Academic/Technical Skills with an <u>Open</u> or <u>Successful</u> completion status in one of the following services/steps: <ul style="list-style-type: none"> • Attend Adult Education and Literacy classes • Raise your Math and Reading skills to 8.0 through a Bridge Program • Improve your Math and Reading skills • Improve your English language skills to 8.0 through a Bridge program • Improve your English language skills • Complete EPIC Training Program (Industry-Recognized Certificate Only) • O Complete EPIC Training Program (CTE/College Credit)
<p>Customers who are Enrolled and Participating in Academic Services</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> 1. Marked as <u>Enrolled</u> in a training program on the customer Progress page 2. Marked as <u>In Progress</u> in the Completion Information section of the Progress page

Benchmark	Definition
<p>Click Show/Hide No Diagnostic Assessment Step to view this item.</p> <p>NO INFO BUBBLE</p>	<p>3. Have at least one Academic/Technical service with an <u>Open</u> status and none marked with a <u>Complete</u> status in one of the following service/step names:</p> <ul style="list-style-type: none"> • Attend Adult Education and Literacy classes • Raise your Math and Reading skills to 8.0 through a Bridge Program • Improve your Math and Reading skills • Improve your English language skills to 8.0 through a Bridge program • Improve your English language skills • Complete EPIC Training Program (Industry-Recognized Certificate Only) • O Complete EPIC Training Program (CTE/College Credit)
<p>Customers Who Are Enrolled and Still Participating in The Program, But Have Completed their Academic Services</p> <p>Click Show/Hide No Diagnostic Assessment Step to view this item.</p> <p>NO INFO BUBBLE</p> <p>Completed Training on the Performance Achievement and Expenditure Reconciliation</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> 1. Marked as <u>Enrolled</u> in a training program on the customer Progress page 2. Marked as <u>In Progress</u> in the Completion Information section of the Progress page 3. Have at least one Academic/Technical service with a <u>Complete</u> status with one of the following service/step names: <ul style="list-style-type: none"> • Attend Adult Education and Literacy classes • Raise your Math and Reading skills to 8.0 through a Bridge Program • Improve your Math and Reading skills • Improve your English language skills to 8.0 through a Bridge program • Improve your English language skills • Complete EPIC Training Program (Industry-Recognized Certificate Only) • O Complete EPIC Training Program (CTE/College Credit)
<p>Customers who Successfully Completed Academic Services and have Completed the Program</p> <p>NO INFO BUBBLE</p> <p>Counts in Enrolled on the Performance Achievement and Expenditure Reconciliation</p> <p>Also counts in Completed Training on the Performance Achievement and Expenditure Reconciliation</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> 1. Marked as <u>Enrolled</u> in a training program on the customer Progress page 2. Marked as <u>Complete</u> or <u>Did Not Complete</u> on the Completion Information Section of the Progress page 3. Have at least one Academic/Technical service with a <u>Successfully Completed</u> status with one of the following service/step names: <ul style="list-style-type: none"> • Attend Adult Education and Literacy classes • Raise your Math and Reading skills to 8.0 through a Bridge Program • Improve your Math and Reading skills • Improve your English language skills to 8.0 through a Bridge program • Improve your English language skills • Complete EPIC Training Program (Industry-Recognized Certificate Only) • O Complete EPIC Training Program (CTE/College Credit)
<p>* Customers who Completed the Program but have Not Completed the Customer ISTEP</p> <p>NO INFO BUBBLE</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> 1. Marked as <u>Enrolled</u> in a training program on the customer Progress page 2. Marked as <u>Complete</u> or <u>Did Not Complete</u> on the Completion Information section of the Progress page 3. Have at least one Academic/Technical Service with an <u>Open</u> or <u>Not Started</u> status and none with a <u>Successful</u> or <u>Unsuccessful</u> completion status with one of the following service/step names: <ul style="list-style-type: none"> • Attend Adult Education and Literacy classes • Raise your Math and Reading skills to 8.0 through a Bridge Program • Improve your Math and Reading skills • Improve your English language skills to 8.0 through a Bridge program • Improve your English language skills

Benchmark	Definition
	<ul style="list-style-type: none"> • Complete EPIC Training Program (Industry-Recognized Certificate Only) • O Complete EPIC Training Program (CTE/College Credit)
<p>Customers Who Completed The Program But Have Not Completed The Customer ISTEP – Open Status</p> <p>*Counted as an enrollment in training</p> <p><i>This number plus the row below will not add up to the total in the Customers Who Completed the Program but Have NOT Completed the ISTEP.</i></p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> 1. Marked as <u>Enrolled</u> in a training program on the customer Progress page 2. Marked as <u>Complete</u> or <u>Did Not Complete</u> on the Completion Information section of the Progress page 3. Have at least one Academic/Technical Service with an <u>open</u> status and none with a <u>Successful</u> or <u>Unsuccessful</u> completion status with one of the following service/step names: <ul style="list-style-type: none"> • Attend adult education and literacy classes • Raise your Math and Reading skills to 8.0 through a Bridge Program • Improve your Math and Reading skills • Improve your English language skills to 8.0 through a Bridge program • Improve your English language skills • Complete EPIC Training Program (Industry-Recognized Certificate Only) • O Complete EPIC Training Program (CTE/College Credit)
<p>Customers Who Completed The Program But Have Not Completed The Customer ISTEP – Not Started Status</p> <p><i>This number plus the row above will not add up to the total in the Customers Who Completed the Program but Have NOT Completed the ISTEP.</i></p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> 1. Marked as <u>Enrolled</u> in a training program on the customer Progress page 2. Marked as <u>Complete</u> or <u>Did Not Complete</u> on the Completion Information section of the Progress page 3. Have at least one Academic/Technical Service with an <u>Not Started</u> status and none with a <u>Successful</u> or <u>Unsuccessful</u> completion status with one of the following service/step names: <ul style="list-style-type: none"> • Attend adult education and literacy classes • Raise your Math and Reading skills to 8.0 through a Bridge Program • Improve your Math and Reading skills • Improve your English language skills to 8.0 through a Bridge program • Improve your English language skills • Complete EPIC Training Program (Industry-Recognized Certificate Only) • Complete EPIC Training Program (CTE/College Credit)
Completed Customers	
<p><u>Successful Completion Customer</u></p> <p>Click Show/Hide above Hired 30 Hours or More to view this item.</p> <p><i>Info Bubble: Total number of customers marked on the Progress page by a CBO as Successfully Completing the Program.</i></p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> 1. Marked as <u>Enrolled</u> in a Training Program on the customer Progress page 2. Marked as <u>Complete</u> on the Completion Information Section of the Progress page <p>This number aligns with the following rows on the Enrolled Dashboard:</p> <ul style="list-style-type: none"> • Hired by Employer (30 hours/week or 120 hours/month) - Uploaded Completed 2151A & Documentation • Hired by Employer (Less than 30 hours/week or 120 hours/month) - Uploaded Completed 2151A & Documentation • Enrolled in Training - Uploaded Completed 2151A & Documentation • Enlisted in Military - Uploaded Completed 2151A & Documentation • In Follow-Up Period

Benchmark	Definition
	<ul style="list-style-type: none"> ONLY HIRED BY EMPLOYER CUSTOMERS in Completion Status - Completion Documentation Needs Uploaded (<i>to see this number select the count for this row and use the export to filter down the exit reason</i>)
<p>Enlisted in The Military</p> <p>Click Show/Hide above Hired 30 Hours or More to view this item.</p> <p><i>Info Bubble:</i> Total number of customers marked on the Progress page by a CBO as Successfully Completing with an exit reason of Enlisted in the Military.</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> Marked as <u>Enrolled</u> in a training program on the customer Progress page Marked as <u>Complete</u> on the Completion Information Section of the Progress page with an exit reason of Enlisted in the Military <p>This number aligns with the following rows on the Enrolled Dashboard:</p> <ul style="list-style-type: none"> Enlisted in Military - Uploaded Completed 2151A & Documentation ONLY ENLISTED IN THE MILITARY CUSTOMERS in Completion Status - Completion Documentation Needs Uploaded (<i>to see this number select the count for this row and use the export to filter down the exit reason</i>)
<p>Enrolled in Additional Training Outside of EPIC</p> <p>Click Show/Hide above Hired 30 Hours or More to view this item.</p> <p><i>Info Bubble:</i> Total number of customers marked on the Progress page by a CBO as Successfully Completing with an exit reason of Enrolled in Training.</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> Marked as <u>Enrolled</u> in a training program on the customer Progress page Marked as <u>Complete</u> on the Completion Information section of the Progress page with an exit reason of Enrolled in Training <p>This number aligns with the following rows on the Enrolled Dashboard:</p> <ul style="list-style-type: none"> Enrolled in Training - Uploaded Completed 2151A & Documentation ONLY ENROLLED IN TRAINING CUSTOMERS in Completion Status - Completion Documentation Needs Uploaded (<i>to see this number select the count for this row and use the export to filter down the exit reason</i>)
<p>Total Number of Customers Hired 30- Hours or Less by an Employer</p> <p>Click Show/Hide above Hired 30 Hours or More to view this item.</p> <p><i>Info Bubble:</i> Total number of customers marked on the Progress page by a CBO as Successfully Completing with an exit reason of Hired by Employer 30-hours or less.</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> Marked as <u>Enrolled</u> in a Training Program on the customer Progress page Marked as <u>Complete</u> on the Completion Information Section of the Progress page with an exit reason of Enlisted in the Military <p>This number aligns with the following rows on the Enrolled Dashboard:</p> <ul style="list-style-type: none"> Hired by Employer (Less than 30 hours/week or 120 hours/month) - Uploaded Completed 2151A & Documentation ONLY HIRED BY EMPLOYER 30-HOURS OR LESS CUSTOMERS in Completion Status - Completion Documentation Needs to be Uploaded (<i>to see this number select the count for this row and use the export to filter down the exit reason</i>) ONLY HIRED BY EMPLOYER 30-HOURS OR LESS CUSTOMERS in Follow-Up only (<i>to see this number select the count for this row and use the export to filter down the exit reason</i>)
<p>Total Number of Customers Hired 30+ Hours or More by an Employer</p> <p><i>Info Bubble:</i> Total number of customers marked on the Progress page by a CBO as Successfully Completing with an exit reason of Hired by Employer 30-hours or more.</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> Marked as <u>Enrolled</u> in a training program on the customer Progress page Marked as <u>Complete</u> on the Completion Information section of the Progress page with an exit reason of Hired by Employers with a start date that falls within 90-days of the current date <p>This number aligns with the following rows on the Enrolled Dashboard:</p> <ul style="list-style-type: none"> Hired by Employer (30 hours/week or 120 hours/month) - Uploaded Completed 2151A & Documentation ONLY HIRED BY EMPLOYER 30+ HOURS OR MORE CUSTOMERS in Completion Status - Completion Documentation Needs Uploaded (<i>to see this number select the count for this row and use the export to filter down the exit reason</i>)

Benchmark	Definition
<p>Counts in Employed 30+ on the Performance Achievement and Expenditure Reconciliation</p>	<ul style="list-style-type: none"> ONLY HIRED BY EMPLOYER 30+ HOURS OR MORE CUSTOMERS in Follow-Up only (to see this number select the count for this row and use the export to filter down the exit reason)
<p>Customers Hired by Employer but Still in the 90-Day Retention Period</p> <p><i>Info Bubble:</i> Total number of customers marked on the Progress page by a CBO as Successfully Completing with an exit reason of Hired by employer 30+ hours who are still completing their 90-day retention period.</p>	<p>Includes customers who are:</p> <ul style="list-style-type: none"> Marked as <u>Enrolled</u> in a training program on the customer Progress page Marked as <u>Complete</u> on the Completion Information section of the Progress page with an exit reason of Hired by Employer 30+ hours with a start date that falls within 90-days of the current date <p>This number aligns with the following rows on the Enrolled Dashboard:</p> <ul style="list-style-type: none"> ONLY HIRED BY EMPLOYER 30+ HOURS OR MORE CUSTOMERS in Follow-up Only (to see this number select the count for this row and use the export to filter down the exit reason)
<p>Customers Hired by Employers who Did Not Complete The 90-Day Retention Period</p> <p>Click Show/Hide Did Not Complete Retention to view this item.</p> <p><i>Info Bubble:</i> Total number of customers marked on the Progress page by a CBO as Successfully Completing with an exit reason of Hired by Employer, who do not have a Job Retention step, or it is marked as an unsuccessful completion.</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> Marked as <u>Enrolled</u> in a training program or <u>Pre-Employment Only Services</u> on the customer Progress page Permanently employed for 90-days or 150 non-consecutive days Marked as <u>Successful Completion</u> and <u>Hired by an Employer</u> (30-hours per week or 120 hours per month) on the Progress page Have the Job Retention step marked as <u>Unsuccessful Completion</u> in Career Planning section of the ISTEP or does not have step at all <p>This number aligns with the following rows on the ISTEP Dashboard:</p> <ul style="list-style-type: none"> Number count of customer who have unsuccessfully completed Follow-up Services in the Career Planning Section
<p>Hired by Employer who Completed Retention</p> <p><i>Info Bubble:</i> Total number of customers marked on the Progress page by a CBO as Successfully Completing with an exit reason of Hired by employer, who have a Job retention step marked as Successfully Completed.</p> <p>Counts in Retained Employment on the Performance Achievement and Expenditure Reconciliation</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> Marked as <u>Enrolled</u> in a training program or <u>Pre-Employment Only Services</u> on the customer Progress page Permanently employed for 90-days or 150 non-consecutive days Marked as <u>Successful Completion</u> and <u>Hired by an Employer</u> (30-hours per week or 120-hours per month) on the Progress page Have the Job Retention step marked as <u>Successful Completion</u> in the Career Planning section of the ISTEP <p>This number aligns with the following rows on the ISTEP Dashboard:</p> <ul style="list-style-type: none"> Number count of customers who have successfully completed Follow up Services in the Career Planning Section
<p>Customers Hired by Employers who Did Not have a 90-Day Retention step</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> Marked as <u>Enrolled</u> in a training program or <u>Pre-Employment Only Services</u> on the customer Progress page Permanently employed for 90-days or 150 non-consecutive days

Benchmark	Definition
<p><i>Info Bubble: Total number of customers marked on the Progress page by a CBO as Successfully Completing with an exit reason of Hired by Employer, who do not have a Job Retention step, or it is marked as an unsuccessful completion.</i></p>	<ol style="list-style-type: none"> 7. Marked as <u>Successful Completion</u> and <u>Hired by an Employer</u> (30-hours per week or 120 hours per month) on the Progress page 8. Have the Job Retention step marked as <u>Unsuccessful Completion</u> in Career Planning section of the ISTEP or does not have step at all <p>This number aligns with the following rows on the ISTEP Dashboard: Number count of customer who have unsuccessfully completed Follow-up Services in the Career Planning Section</p>
<p>Unsuccessful Completion Customer</p> <p>Click Show/Hide Unsuccessful Completion to view this item.</p> <p><i>Info Bubble: Total number of customers marked on the Progress page by a CBO as Unsuccessfully Completing the Program.</i></p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> 1. Marked as <u>Enrolled</u> in a training program on the customer Progress page 2. Marked as <u>Did Not Complete</u> on the Completion Information Section of the Progress page <p>This number aligns with the following rows on the Enrolled Dashboard:</p> <ul style="list-style-type: none"> • Dropped Out of Program - Uploaded Completed 2151A • No Longer SNAP Eligible - Uploaded Completed 2151A • Moved Out of State or Region - Uploaded Completed 2151A • Incarcerated - Uploaded Completed 2151A • Completion - Withdrew from Study • ONLY DID NOT COMPLETE CUSTOMERS in Completion Status - Completion Documentation Needs Uploaded (<i>to see this number select the count for this row and use the export to filter down to exit status</i>)
<p>Dropped Out of Program</p> <p>Click Show/Hide Unsuccessful Completion to view this item.</p> <p><i>Info Bubble: Total number of customers marked on the Progress page by a CBO as Unsuccessfully Completing the Program with an exit reason of Dropped Out of Program.</i></p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> 1. Marked as <u>Enrolled</u> in a training program on the customer Progress page 2. Marked as <u>Did Not Complete</u> on the Completion Information section of the Progress page with an exit reason of Dropped Out of Program <p>This number aligns with the following rows on the Enrolled Dashboard:</p> <ul style="list-style-type: none"> • Dropped Out of Program - Uploaded Completed 2151A • ONLY DROPPED FROM PROGRAM CUSTOMERS in Completion Status - Completion Documentation Needs to be Uploaded (<i>to see this number select the count for this row and use the export to filter down to exit reason</i>)
<p>No Longer Snap Eligible</p> <p>Click Show/Hide Unsuccessful Completion to view this item.</p> <p><i>Info Bubble: Total number of customers marked on the Progress page by a CBO as Unsuccessfully Completing the Program with an exit reason of No Longer SNAP Eligible.</i></p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> 1. Marked as <u>Enrolled</u> in a training program on the customer Progress page 2. Marked as <u>Did Not Complete</u> on the Completion Information Section of the Progress page with an exit reason of No Longer SNAP Eligible <p>This number aligns with the following rows on the Enrolled Dashboard:</p> <ul style="list-style-type: none"> • No Longer SNAP Eligible - Uploaded Completed 2151A • ONLY NO LONGER SNAP ELIGIBLE CUSTOMERS in Completion Status - Completion Documentation Needs Uploaded (<i>to see this number select the count for this row and use the export to filter down to exit reason</i>)
<p>Moved Out of State or Region</p> <p>Click Show/Hide Unsuccessful Completion to view this item.</p> <p><i>Info Bubble: Total number of customers marked on the Progress page by a CBO as</i></p>	<p>Total number of customers marked on the Progress page by a CBO as Unsuccessfully Completing the Program with an exit reason of Moved Out of State or Region.</p> <p>Includes customers who are:</p> <ol style="list-style-type: none"> 1. Marked as <u>Enrolled</u> in a training program on the customer Progress page 2. Marked as <u>Did Not Complete</u> on the Completion Information section of the Progress page with an exit reason of Moved Out of State or Region

Benchmark	Definition
<p><i>Unsuccessfully Completing the Program with an exit reason of Moved Out of State or Region.</i></p>	<p>This number aligns with the following rows on the Enrolled Dashboard:</p> <ul style="list-style-type: none"> Moved Out of State or Region - Uploaded Completed 2151A ONLY MOVED OUT OF STATE OR REGION CUSTOMERS in Completion Status - Completion Documentation Needs to be Uploaded (<i>to see this number select the count for this row and use the export to filter down to exit reason</i>)
<p>Incarcerated</p> <p>Click Show/Hide Unsuccessful Completion to view this item.</p> <p><i>Info Bubble:</i> Total number of customers marked on the Progress page by a CBO as Unsuccessfully Completing the Program with an exit reason of Incarcerated.</p>	<p>Includes customers who are:</p> <ol style="list-style-type: none"> Marked as <u>Enrolled</u> in a training program on the customer Progress page Marked as <u>Did Not Complete</u> on the Completion Information section of the Progress page with an exit reason of Incarcerated <p>This number aligns with the following rows on the Enrolled Dashboard:</p> <ul style="list-style-type: none"> Incarcerated - Uploaded Completed 2151A ONLY INCARCERATED CUSTOMERS in Completion Status - Completion Documentation Needs to be Uploaded (<i>to see this number select the count for this row and use the export to filter down to exit reason</i>)
<p>Withdrew from Study</p> <p>Click Show/Hide Unsuccessful Completion to view this item.</p> <p><i>Info Bubble:</i> This number is pulled from EPIS. When a participant has called and withdrawn, they update their system. We sync with their system to pull in the status.</p>	<p>This number aligns with the following rows on the Enrolled Dashboard:</p> <ul style="list-style-type: none"> Completion - Withdrew from Study



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