

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	
Total Number of Customers	Number aligns with Enrollment Dashboard rows within the CBO Enrollment Verification Status	
Referred to a CBO	Section:	
	Total row from the CBO enrollment verification status section	
Info Bubble:		
Total count of customers who have		
been referred to a CBO.		
Enrollment With CBO		
Customers Not Currently	Includes customers who are:	
Enrolled but they are in the	1. Marked as <u>Not Enrolled</u> on the Progress page	
Re-Engagement Process	2. Marked with a SNAP Eligibility Status of Eligible, and ready for Re-Engagement	
Click Show/Hide Enrollment to	This number (plus the Customers who have never been enrolled with a CBO on the Progress Page	
view this item	number) aligns with the following rows on the Enrolled Dashboard	
	Referral Pending – Annointment has Not Reen Scheduled	
Info Bubble:	Poforral Donding - Schodulad Annointmont	
Unduplicated count of customers	Referral Pending – Scheduled Appointment	
who are currently not enrolled due		
to re-engagement.	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	
Customers who have Missed	Includes customers who are:	
an Appointment with a CBO	1. Marked as Not Enrolled on the Progress page	
	2 Marked with a SNAP Eligibility Status of Eligible or SNAP Ineligible	
Click Show/Hide Enrollment to		
view this item	This number aligns with the following rows on the Enrolled Dashboard:	
view this item.	Performed Danding - No Contact From Customer / Decommend Consiliation	
Info Bubblo:	• Referral Pending – No Contact From Customer / Recommend Conciliation	
Indunlicated count of customers		
who have been referred to a CBO		
but missed an appointment		
but missed an appointment.		
Customers who have Never	Includes customers who are:	
Been Enrolled with a CBO on	3 Marked as Not Enrolled on the Progress page and marked with a SNAP Fligibility Status	
the Progress Page	of	
the Flogless Fage		





Benchmark	Definition	
Click Show/Hide Enrollment to	o Exempt	
view this item.	 Eligible Receiving TANF 	
Info Bubble:	This number (plus the Customers Who are Not Currently Enrolled Due to Re-engagement	
Unduplicated count of customers	number) aligns with the following rows on the Enrolled Dashboard:	
who have been referred to a CBO	Referral Pending - Appointment Has Not Been Scheduled	
but have never been enrolled.	Referral Pending – Scheduled Annointment	
	Referral Pending – Need 2151	
	Referral Ponding _ 2151 Dast Duo	
	Referral Pending – 2151 Fast Due	
	Referral Pending – No Contact from Customer/Recommend Contination	
	Referral Rejected Defensel Assessment Chartering - Ennelling and Demoined	
	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	
Customers who have Ever	Includes customers who are:	
Been Enrolled with CBO on the	1. Marked as <u>Enrolled</u> on the Progress page	
Progress Page	2. Marked with a SNAP Eligibility Status of:	
	• Eligible	
Info Bubble:	Eligible and Being Re-engaged	
Unduplicated count of customers	Ineligible	
who have ever been or are	Exempt	
mandatory and exempt customers)	Eligible Receiving TANF	
manuatory and exempt customersy		
Counts in Assessed/Staffed on	This number aligns with the following rows on the Enrollment Dashboard:	
Performance Achievement and	Referral Accepted & Enrollment Verified	
Expenditure Reconciliation	DHS Indicated Customer is Exempt and Elects to Participate	
Aligned to Training	Includes customers who are:	
by CBO	1. Marked as Enrolled on the Progress page	
- ,	2. Enrolled in one of the training programs offered by the CBO	
Info Bubble:		
Total count of customers enrolled	This number will align with the following rows on the Enrollment Dashboard:	
in a training program on the	Referral Accepted & Enrollment Verified	
Progress page. (Does not mean	DHS Indicated Customer is Exempt and Elects to Participate	
that services were started)	(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</u>	
	Dashboard, look at the customer lists for both green rows in the CBO Enrollment Verification	
	Status (Referral Accepted & Enrollment Verified AND DHS Indicated Customer is Exempt and	
	<u>Elects to Participate)</u> and use the advanced search to filter Training Program Enrollment to	
	Enrolled in Training Program.)	
Enrolled in Pre-	Includes customers who are:	
Employment Only	 Marked as <u>Enrolled</u> on the Progress page 	
Services	2. Enrolled in Pre-Employment Only Services	
Info Rubble:	This number will align with the following raws on the Freellewet Dash based.	
Total count of customers enrolled	This number will align with the following rows on the Enrollment Dashboard:	
in Pre-employment on the Progress	Kererral Accepted & Enrollment Verified Duc Indiana d Customeric Example and Statistics Ducities in the Statistics of the Statist	
page. (Does not mean that services	DHS Indicated Customer is Exempt and Elects to Participate (This number is a brank out of the total sure list down that a This	
were started)	(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 Enrolled	
	<u>Dasnboara</u> , 100K at the customer lists for both <u>green rows in the CBO Enrollment Verification</u>	





Benchmark	Definition	
	Status (Referral Accepted & Enrollment Verified AND DHS Indicated Customer is Exempt and	
	<u>Elects to Participate</u>) and use the advanced search to filter Training Program Enrollment to	
	Enrolled in Training Program.)	
Assessments		
Total Enrolled with CBO and	Includes customers who are:	
Diagnostic Assessment Step	1. Marked as <u>Enrolled</u> in a training program or <u>Pre-Employment</u> on the customer Progress	
	page	
Info Bubble:	2. Have a Diagnostic Testing step added to their ISTEP	
Total count of customers who have		
the Diagnostic Testing step	This number aligns with the ISTEP dashboards Total Diagnostic Testing: Count number, this row	
Open Complete)	is in the Career Planning section.	
Enrolled and	Includes customers who are:	
Completed Diagnostic	1. Marked as <u>Enrolled</u> in a training program or <u>Pre-Employment</u> on the customer Progress	
Assessment Step	page	
	2. Have a Diagnostic Testing step added to their ISTEP with a <u>Completion</u> status	
Info Bubble:		
Total count of customers who have	This number aligns with the ISTEP Dashboards Diagnostic Testing: Successful Completion	
the Diagnostic Testing step marked	numbers, this row is in the Career Planning section.	
Assessed and NOT	Includes customers who are:	
Enrolled	1 Not marked as Enrolled in a training program on the customer progress page	
Linoica	2 Have a 2151 unloaded on the customer progress page marked as "Assessment	
Info Bubble:	Completed"	
Total count of customers who have		
been assessed but not enrolled in a		
program.		
Enrolled and No	Includes customers who are:	
Diagnostic	1. Marked as <u>Enrolled</u> in a training program or <u>Pre-Employment</u> on the customer Progress	
Assessment	page	
Click Show/Ulide No Diagnostic	2. Does not have any Diagnostic resting steps added to their ISTEP	
Click Show/ Hide No Diagnostic	This number (also the Tate) encolled with CBO Assessment status) will add up to the Customers	
itom	who have been encoded with CPO on the Progress page count of this report	
item.	who have been enfolled with CBO on the Progress page count of this report.	
Info Bubble:		
Total count of customers who do		
not have the Diagnostic Testing		
step.		
Service Delivery: Career Only	(info bubble) Academic (Info bubble)	

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.

Career Only (Info Bubble) 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)

- Paid Work Experience
- Self-directed Job Search
- Career Planning
- 1. Academic (Info Bubble) 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 completion</u> status:
 - Attend Adult Education and Literacy classes
 - Raise your Math and Reading skills to 8.0 through a Bridge Program



Ben	chi	ma	rk	

• Improve your Math and Reading skills

Improve your English language skills to 8.0 through a Bridge program

Definition

- Improve your English language skills
- Complete EPIC Training Program (Industry-Recognized Certificate Only)
- O Complete EPIC Training Program (CTE/College Credit)

olled Customers who are Includes customers who are:

* Enrolled Customers who are	Includes customers who are:		
Participating with a CBO and	1. Marked as <u>Enrolled</u> in a training program or <u>Pre-Employment</u> on the customer Progress		
Does Not Meet Career Only	page		
Services or Academic Training	2. Marked as In Progress in the Completion Information section of the Progress page		
Criteria	3. Does not meet Career Only Services because they do not have 4 Services in one of the		
	following IWDS service categories marked as Successful Completion:		
Click Show/Hide No Diagnostic	Paid Work Experience		
Assessment Step to view this	Self-directed Job Search		
item.	Career Planning		
	A Does not meet Academic Training Criteria because they do not have a sten in		
Info Bubble:	Academic/Technical Skills with an Onen or Successful Completion status in one of the		
These customers are marked as "In	following Services/Stens:		
Progress: with a CBO and does not	Attend Adult Education and Literacy classes		
have the required steps needed to	 Attend Addit Education and Enclose Classes Paise your Math and Reading Skills to 8 0 through a Bridge Drogram 		
meet the benchmark for providing	Kaise your Math and Reading skills		
Career Only or Academic Training.	Improve your Math and Reduing Skins		
	• 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)		
* Completed Customers who	Includes customers who are:		
Do Not Meet Career Services	1. Marked as <u>Enrolled</u> in a training program or <u>Pre-Employment</u> on the customer Progress		
Only or Academic Training	page		
Criteria	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.		
Click Show/Hide Does Not	3. Does not meet Career Only Services because they do not have 4 services in one of the		
Meet Criteria to view this item.	following IWDS service categories marked as <u>Successful Completion</u> :		
	Paid Work Experience		
Info Bubble:	Self-directed Job Search		
These customers are marked as	Career Planning		
completed and do not have the	5. Does not meet Academic Training Criteria because they do not have a Step in		
required steps needed to meet the	Academic/Technical Skills with an Open or Successful completion status in one of the		
Only services or Academic Training	following services/steps:		
Only services of Acudemic Truining.	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 EDIC Training Program (Industry-Recognized Certificate Only)		
	Complete EFIC Training Program (ITE/College Credit)		
Caroor Only Sorvisos			
* Customore who are	Includes sustemers who are:		
Customers will are	1 Marked as Enrolled in a training program on Dro Employment on the sustemer Programs		
and are Counted	1. Warked as <u>chroned</u> in a training program on <u>Pre-Employment</u> on the customer Progress		
as an enrollment for Career	Page		
Univ Services	 Inviatived as in Progress in the completion information section of the Progress page Description of the Progress page 		
	5. Does meet Career Only Services because they do have at least 4 services in one of the		
	TOHOWING INVOS SERVICE CATEGORIES MARKED AS SUCCESSFUL COMPLETION:		





Benchmark	Definition
NO INFO BUBBLE	Paid Work Experience
	Self-directed Job Search
Counts in Enrolled in Training	Career Planning
on the Performance	6 Does not meet Academic Training Criteria because they do not have a sten in
Achievement and Expenditure	0. Does not meet Academic Training enterna because they <u>do not nave</u> a step in Academic/Tochnical Skills with an Open or Successful completion status in one of the
Reconciliation	following convices (stong)
Reconciliation	Tonowing services/steps:
	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)
* Customers who Successfully	Includes customers who are:
<i>.</i> <i>Completed</i> Career Only	1. Marked as Enrolled in a training program on Pre-Employment on the customer Progress
Services and have Completed	nage
the Program	2 Marked as Complete or Did Not Complete in the Completion Information section of the
	Progress nage 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 Successful Completion:
Counts in Enrolled in Training	Daid Work Experience
on the Performance	
Achievement and Evpenditure	• Self-directed Job Search
Achievement and Expenditure	Career Planning
Reconciliation	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 c</u> ompletion status in one of the
	following services/steps:
	 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 vour English language skills
	Complete FPIC Training Program (Industry-Recognized Certificate Only)
	O Complete EPIC Training Program (CTE/College Credit)
Academic Services	
* Customers Who Are	Includes customers who are:
Particinating and Are Counted	2 Marked as Enrolled in a training program on the customer Progress page
as an Enrollment for Academic	2. Marked as <u>Enroled</u> in a ranning program on the customer most cas page
Services	A May or may not meet Career Only Services Criteria
Services	F. Does most Academic Training Criteria because they do have a Ston in Academic/Technical
	5. Does meet Academic Haming Citeria because they <u>do have</u> a step in Academic/ recimical
NO INFO BOBBLE	Skills with all <u>Open</u> of <u>Successful c</u> ompletion status in one of the following services/steps.
	Attend Adult Education and Literacy classes
Counts in Enrolled in Training	Raise your Math and Reading skills to 8.0 through a Bridge Program
on the Performance	Improve your Math and Reading skills
Achievement and Expenditure	 Improve your English language skills to 8.0 through a Bridge program
Reconciliation	Improve your English language skills
	 Complete EPIC Training Program (Industry-Recognized Certificate Only)
	O Complete EPIC Training Program (CTE/College Credit)
Customers who are	Includes customers who are:
Enrolled and Participating	1. Marked as Enrolled in a training program on the customer Progress page
in Academic Services	2. Marked as In Progress in the Completion Information section of the Progress page





Click Show/Hide No Diagnostic		
	3. Have at least one Academic/Technical service with an Open status and none marked with a	
Assessment Step to view this	Complete status in one of the following service/step names:	
item.	Attend Adult Education and Literacy classes	
	Raise your Math and Reading skills to 8.0 through a Bridge Program	
NO INFO BUBBLE	 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 Percentized Cortificate Only)	
	Complete EFIC Training Program (TTE (College Credit)	
Constant and Miller And	O Complete EPIC Training Program (CTE/College Credit)	
Customers who Are	Includes customers who are:	
	1. Marked as <u>Enrolled</u> in a training program on the customer Progress page	
Participating in The	2. Marked as in Progress in the Completion information section of the Progress page	
Program, But Have	3. Have at least one Academic/ rechnical service with a <u>complete</u> status with one of the	
Completed their Academic	following service/step names:	
Services	Attend Adult Education and Literacy classes	
	 Raise your Math and Reading skills to 8.0 through a Bridge Program 	
CIICK Show/Hide No Diagnostic	Improve your Math and Reading skills	
Assessment Step to view this	 Improve your English language skills to 8.0 through a Bridge program 	
item.	Improve your English language skills	
	 Complete EPIC Training Program (Industry-Recognized Certificate Only) 	
NO INFO BUBBLE	O Complete EPIC Training Program (CTE/College Credit)	
Completed Training on the		
Performance Achievement and		
Expenditure Reconciliation		
Customers who Successfully	Includes customers who are:	
Completed Academic Services	1. Marked as <u>Enrolled</u> in a training program on the customer Progress page	
and have Completed the	2. Marked as Complete or Did Not Complete on the Completion Information Section of	
Program	the Progress page	
	2 Hove at least one Academic/Technical convice with a Successfully Completed status with	
	3. Have at least one Academic/Technical service with a <u>successfully completed</u> status with	
NO INFO BUBBLE	one of the following service/step names:	
NO INFO BUBBLE	 Advertiged the Academic/Technical service with a <u>successfully completed</u> status with one of the following service/step names: Attend Adult Education and Literacy classes 	
NO INFO BUBBLE Counts in Enrolled on the	 Attend Adult Education and Literacy classes Raise your Math and Reading skills to 8.0 through a Bridge Program 	
NO INFO BUBBLE Counts in Enrolled on the Performance Achievement and	 a. Have at least one Academic/Technical service with a <u>Successfully Completed</u> status with one of the following service/step names: 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 	
NO INFO BUBBLE Counts in Enrolled on the Performance Achievement and Expenditure Reconciliation	 a. Have at least one Academic/Technical service with a <u>Successfully Completed</u> status with one of the following service/step names: 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 	
NO INFO BUBBLE Counts in Enrolled on the Performance Achievement and Expenditure Reconciliation	 a. Have at least one Academic/Technical service with a <u>successfully completed</u> status with one of the following service/step names: 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 	
NO INFO BUBBLE Counts in Enrolled on the Performance Achievement and Expenditure Reconciliation Also counts in Completed	 a. Have at least one Academic/Technical service with a <u>successfully completed</u> status with one of the following service/step names: 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) 	
NO INFO BUBBLE Counts in Enrolled on the Performance Achievement and Expenditure Reconciliation Also counts in Completed Training on the Performance	 a. Have at least one Academic/Technical service with a <u>Successfully Completed</u> status with one of the following service/step names: 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) 	
NO INFO BUBBLE Counts in Enrolled on the Performance Achievement and Expenditure Reconciliation Also counts in Completed Training on the Performance Achievement and Expenditure	 S. Have at least one Academic/Technical service with a <u>Successfully Completed</u> status with one of the following service/step names: 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) 	
NO INFO BUBBLE Counts in Enrolled on the Performance Achievement and Expenditure Reconciliation Also counts in Completed Training on the Performance Achievement and Expenditure Reconciliation	 S. Have at least one Academic/Technical service with a <u>Successfully Completed</u> status with one of the following service/step names: 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 to 8.0 through a Bridge program 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) 	
NO INFO BUBBLE Counts in Enrolled on the Performance Achievement and Expenditure Reconciliation Also counts in Completed Training on the Performance Achievement and Expenditure Reconciliation * Customers who Completed	 S. Have at least one Academic/Technical service with a <u>Successfully Completed</u> status with one of the following service/step names: 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) 	
NO INFO BUBBLE Counts in Enrolled on the Performance Achievement and Expenditure Reconciliation Also counts in Completed Training on the Performance Achievement and Expenditure Reconciliation * Customers who Completed the Program but have Not	 3. Have at least one Academic/Technical service with a <u>Successfully Completed</u> status with one of the following service/step names: 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) Includes customers who are: Marked as Enrolled in a training program on the customer Progress page 	
NO INFO BUBBLE Counts in Enrolled on the Performance Achievement and Expenditure Reconciliation Also counts in Completed Training on the Performance Achievement and Expenditure Reconciliation * Customers who Completed the Program but have Not Completed the Customer ISTEP	 3. Have at least one Academic/Technical service with a <u>Successfully Completed</u> status with one of the following service/step names: Attend Adult Education and Literacy classes Raise your Math and Reading skills to 8.0 through a Bridge Program 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) Includes customers who are: Marked as Enrolled in a training program on the customer Progress page Marked as Complete or Did Not Complete on the Completion Information section of the 	
NO INFO BUBBLE Counts in Enrolled on the Performance Achievement and Expenditure Reconciliation Also counts in Completed Training on the Performance Achievement and Expenditure Reconciliation * Customers who Completed the Program but have Not Completed the Customer ISTEP	 3. Have at least one Academic/Technical service with a <u>Successfully Completed</u> status with one of the following service/step names: Attend Adult Education and Literacy classes Raise your Math and Reading skills to 8.0 through a Bridge Program 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) Includes customers who are: Marked as Enrolled in a training program on the customer Progress page Marked as Complete or Did Not Complete on the Completion Information section of the Progress page 	
NO INFO BUBBLE Counts in Enrolled on the Performance Achievement and Expenditure Reconciliation Also counts in Completed Training on the Performance Achievement and Expenditure Reconciliation * Customers who Completed the Program but have Not Completed the Customer ISTEP NO INFO BUBBLE	 S. Have at least one Academic/Technical service with a <u>Successfully completed</u> status with one of the following service/step names: Attend Adult Education and Literacy classes Raise your Math and Reading skills to 8.0 through a Bridge Program 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) Includes customers who are: Marked as <u>Enrolled</u> in a training program on the customer Progress page Marked as <u>Complete</u> or <u>Did Not Complete</u> on the Completion Information section of the Progress page Have at least one Academic/Technical Service with an <u>Open</u> or <u>Not Started</u> status and 	
NO INFO BUBBLE Counts in Enrolled on the Performance Achievement and Expenditure Reconciliation Also counts in Completed Training on the Performance Achievement and Expenditure Reconciliation * Customers who Completed the Program but have Not Completed the Customer ISTEP NO INFO BUBBLE	 S. Have at least one Academic/Technical service with a <u>successfully completed</u> status with one of the following service/step names: Attend Adult Education and Literacy classes Raise your Math and Reading skills to 8.0 through a Bridge Program 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) Includes customers who are: Marked as <u>Enrolled</u> in a training program on the customer Progress page Marked as <u>Complete</u> or <u>Did Not Complete</u> on the Completion Information section of the Progress page 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 	
NO INFO BUBBLE Counts in Enrolled on the Performance Achievement and Expenditure Reconciliation Also counts in Completed Training on the Performance Achievement and Expenditure Reconciliation * Customers who Completed the Program but have Not Completed the Customer ISTEP NO INFO BUBBLE	 S. Have at least one Academic/Technical service with a <u>Successfully completed</u> status with one of the following service/step names: Attend Adult Education and Literacy classes Raise your Math and Reading skills to 8.0 through a Bridge Program 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) Includes customers who are: Marked as <u>Enrolled</u> in a training program on the customer Progress page Marked as <u>Complete</u> or <u>Did Not Complete</u> on the Completion Information section of the Progress page 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: 	
NO INFO BUBBLE Counts in Enrolled on the Performance Achievement and Expenditure Reconciliation Also counts in Completed Training on the Performance Achievement and Expenditure Reconciliation * Customers who Completed the Program but have Not Completed the Customer ISTEP NO INFO BUBBLE	 S. Have at least one Academic/Technical service with a <u>Successfully Completed</u> status with one of the following service/step names: Attend Adult Education and Literacy classes Raise your Math and Reading skills to 8.0 through a Bridge Program 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) Includes customers who are: Marked as <u>Enrolled</u> in a training program on the customer Progress page Marked as <u>Complete</u> or <u>Did Not Complete</u> on the Completion Information section of the Progress page 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: Attend Adult Education and Literacy classes 	
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Benchmark	Definition
	 Complete EPIC Training Program (Industry-Recognized Certificate Only)
	O Complete EPIC Training Program (CTE/College Credit)
Customers Who	Includes customers who are:
Completed The Program	1. Marked as Enrolled in a training program on the customer Progress page
But Have Not Completed	2 Marked as Complete or Did Not Complete on the Completion
The Customer ISTEP –	Information section of the Progress page
Open Status	2 How at least one Academia/Technical Service with an open status and
*Counted as an enrollment	3. Have at least one Academic/ rechnical service with an <u>open status and</u>
in training	none with a <u>Successful</u> or <u>Unsuccessful</u> completion status with one of the
	following service/step names:
This number plus the row below	Attend adult education and literacy classes
will not add up to the total in	 Raise your Math and Reading skills to 8.0 through a Bridge Program
the Customers Who Completed	 Improve your Math and Reading skills
Completed the ISTEP	 Improve your English language skills to 8.0 through a Bridge program
completed the isrer.	 Improve your English language skills
	 Complete EPIC Training Program (Industry-Recognized Certificate
	Only)
	O Complete EPIC Training Program (CTE/College Credit)
Customers W/bo	Includes customers who are:
Completed The Program	1 Marked as Enrolled in a training program on the customer Progress page
But Have Not Completed	1. Marked as <u>Enrolled</u> in a training program on the Completion
The Customer ISTER -	2. Marked as <u>complete</u> or <u>Did Not complete</u> on the completion
Not Started Status	Information section of the Progress page
This number plus the row	3. Have at least one Academic/Technical Service with an <u>Not Started</u> status
above will not add up to the	and none with a <u>Successful</u> or <u>Unsuccessful</u> completion status with one
total in the Customers Who	of the following service/step names:
Completed the Program but	 Attend adult education and literacy classes
Have NOT Completed the ISTEP.	 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 Improve your English language skills
	Complete EDIC Training Program (Industry Decempized Cartificate
	Complete EPIC Training Program (industry-Recognized Certificate
	Complete EPIC Training Program (CTE/College Credit)
Completed Customers	
Successful Completion	Includes customers who are:
customer	I. Warked as <u>complete on the Completion Information Section of the Progress page</u>
Click Show/Hide above Hired	2. Marked as <u>complete</u> on the completion mornation section of the Progress page
30 Hours or More to view this	This number aligns with the following rows on the Enrolled Dashboard:
item.	Hired by Employer (30 hours/week or 120 hours/month) - Uploaded Completed 2151A
	& Documentation
Info Bubble:	Hired by Employer (Less than 30 hours/week or 120 hours/month) - Uploaded
Total number of customers marked	Completed 2151A & Documentation
on the Progress page by a CBO as	 Enrolled in Training - Uploaded Completed 2151A & Documentation
Proaram.	 Enlisted in Military - Uploaded Completed 2151A & Documentation
	In Follow-Up Period





Benchmark	Definition	
	ONLY HIRED BY EMPLOYER CUSTOMERS in Completion Status - Completion	
	Documentation Needs Uploaded (to see this number select the count for this row of	and
	use the export to filter down the exit reason)	
Enlisted in The Military	Includes customers who are:	
Linisted in the linitary	1 Marked as Enrolled in a training program on the customer Progress page	
Click Show/Hido above Hirod	Marked as <u>Emoleu</u> in a training program on the customer rogress page Marked as Complete on the Completion Information Section of the Progress page	with
20 Hours on Mana to view this	2. Marked as <u>complete</u> on the completion mornation section of the Progress page	WILII
30 Hours or More to view this	an exit reason of Enlisted in the Military	
item.		
	This number aligns with the following rows on the Enrolled Dashboard:	
Info Bubble:	 Enlisted in Military - Uploaded Completed 2151A & Documentation 	
I otal number of customers marked	ONLY ENLISTED IN THE MILITARY CUSTOMERS in Completion Status - Completion	
on the Progress page by a CBO as	Documentation Needs Uploaded (to see this number select the count for this row of	and
Successfully Completing with an	use the export to filter down the exit reason)	
Military		
Enrolled in Additional	Includes customers who are:	
Training Outside of EBIC	1 Marked as Encolled in a training program on the sustemer Drogross page	
Training Outside of EPIC	Marked as <u>complete on the Completion Information section of the Progress page</u>	
	2. Marked as <u>complete</u> on the completion information section of the Progress page	with
Click Show/Hide above Hired	an exit reason of Enrolled in Training	
30 Hours or More to view this		
item.	This number aligns with the following rows on the Enrolled Dashboard:	
	 Enrolled in Training - Uploaded Completed 2151A & Documentation 	
Info Bubble:	 ONLY ENROLLED IN TRAINING CUSTOMERS in Completion Status - Completion 	
Total number of customers marked	Documentation Needs Uploaded (to see this number select the count for this row of	and
on the Progress page by a CBO as	use the export to filter down the exit reason)	
Successfully Completing with an		
exit reason of Enrollea in Training.		
Total Number of		
Total Number of	Includes customers who are:	
Total Number of Customers Hired 30- Hours	Includes customers who are: 3. Marked as <u>Enrolled</u> in a Training Program on the customer Progress page	
Total Number of Customers Hired 30- Hours or Less by an Employer	 Includes customers who are: 3. Marked as <u>Enrolled</u> in a Training Program on the customer Progress page 4. Marked as <u>Complete</u> on the Completion Information Section of the Progress page 	with
Total Number of Customers Hired 30- Hours or Less by an Employer	 Includes customers who are: 3. Marked as <u>Enrolled</u> in a Training Program on the customer Progress page 4. Marked as <u>Complete</u> on the Completion Information Section of the Progress page an exit reason of Enlisted in the Military 	with
Total Number of Customers Hired 30- Hours or Less by an Employer Click Show/Hide above Hired	 Includes customers who are: 3. Marked as <u>Enrolled</u> in a Training Program on the customer Progress page 4. Marked as <u>Complete</u> on the Completion Information Section of the Progress page an exit reason of Enlisted in the Military 	with
Total Number of Customers Hired 30- Hours or Less by an Employer Click Show/Hide above Hired 30 Hours or More to view this	 Includes customers who are: 3. Marked as <u>Enrolled</u> in a Training Program on the customer Progress page 4. Marked as <u>Complete</u> on the Completion Information Section of the Progress page an exit reason of Enlisted in the Military This number aligns with the following rows on the Enrolled Dashboard: 	with
Total Number of Customers Hired 30- Hours or Less by an Employer Click Show/Hide above Hired 30 Hours or More to view this item.	 Includes customers who are: 3. Marked as <u>Enrolled</u> in a Training Program on the customer Progress page 4. Marked as <u>Complete</u> on the Completion Information Section of the Progress page an exit reason of Enlisted in the Military This number aligns with the following rows on the Enrolled Dashboard: Hired by Employer (Less than 30 hours/week or 120 hours/month) - Uploaded 	with
Total Number of Customers Hired 30- Hours or Less by an Employer Click Show/Hide above Hired 30 Hours or More to view this item.	 Includes customers who are: 3. Marked as <u>Enrolled</u> in a Training Program on the customer Progress page 4. Marked as <u>Complete</u> on the Completion Information Section of the Progress page an exit reason of Enlisted in the Military This number aligns with the following rows on the Enrolled Dashboard: Hired by Employer (Less than 30 hours/week or 120 hours/month) - Uploaded Completed 2151A & Documentation 	with
Total Number of Customers Hired 30- Hours or Less by an Employer Click Show/Hide above Hired 30 Hours or More to view this item. Info Bubble:	 Includes customers who are: 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 an exit reason of Enlisted in the Military This number aligns with the following rows on the Enrolled Dashboard: 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 	with
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Total Number of Customers Hired 30- Hours or Less by an Employer Click Show/Hide above Hired 30 Hours or More to view this item. Info Bubble: Total number of customers marked on the Progress page by a CBO as	 Includes customers who are: 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 an exit reason of Enlisted in the Military This number aligns with the following rows on the Enrolled Dashboard: 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 of this row and use the export to filter down the exit reason</i>) 	with
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Total Number of Customers Hired 30- Hours or Less by an Employer Click Show/Hide above Hired 30 Hours or More to view this item. 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	 Includes customers who are: 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 an exit reason of Enlisted in the Military This number aligns with the following rows on the Enrolled Dashboard: 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 (to see this number select the conforthis row and use the export to filter down the exit reason) ONLY HIRED BY EMPLOYER 30-HOURS OR LESS CUSTOMERS in Follow-Up only (to this number select the count for this row and use the export to filter down the exit reason) 	with 5 - count 5 see
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Total Number of Customers Hired 30- Hours or Less by an Employer Click Show/Hide above Hired 30 Hours or More to view this item. 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 30-hours or less. Total Number of Customers Hired 30+ Hours or More by an Employer Info Bubble: Total number of customers marked	 Includes customers who are: 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 an exit reason of Enlisted in the Military This number aligns with the following rows on the Enrolled Dashboard: 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 of 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 this number select the count for this row and use the export to filter down the exit reason</i>) Includes customers who are: 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 an exit reason of Hired by Employers with a start date that falls within 90-days of t current date 	with s - count o see with the
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Total Number of Customers Hired 30- Hours or Less by an Employer Click Show/Hide above Hired 30 Hours or More to view this item. 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 30-hours or less. Total Number of Customers Hired 30+ Hours or More by an Employer 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 30-hours or more.	 Includes customers who are: Marked as Enrolled in a Training Program on the customer Progress page Marked as Complete on the Completion Information Section of the Progress page an exit reason of Enlisted in the Military This number aligns with the following rows on the Enrolled Dashboard: 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 c</i> <i>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>tc</i> <i>this number select the count for this row and use the export to filter down the exit reason</i>) Includes customers who are: Marked as Enrolled in a training program on the customer Progress page Marked as Complete on the Completion Information section of the Progress page an exit reason of Hired by Employers with a start date that falls within 90-days of t current date This number aligns with the following rows on the Enrolled Dashboard: Hired by Employer (30 hours/week or 120 hours/month) - Uploaded Completed 2: & Documentation ONLY HIRED BY EMPLOYER 30+ HOURS OR MORE CUSTOMERS in Completion Status 	with 5 - count 5 see with the 151A itus -
Total Number of Customers Hired 30- Hours or Less by an Employer Click Show/Hide above Hired 30 Hours or More to view this item. 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 30-hours or less. Total Number of Customers Hired 30+ Hours or More by an Employer 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 30-hours or more.	 Includes customers who are: Marked as Enrolled in a Training Program on the customer Progress page Marked as Complete on the Completion Information Section of the Progress page an exit reason of Enlisted in the Military This number aligns with the following rows on the Enrolled Dashboard: 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 c</i> <i>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>tc</i> <i>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>tc</i> <i>this number select the count for this row and use the export to filter down the exit</i> <i>reason</i>) Includes customers who are: Marked as Enrolled in a training program on the customer Progress page an exit reason of Hired by Employers with a start date that falls within 90-days of t current date This number aligns with the following rows on the Enrolled Dashboard: Hired by Employer (30 hours/week or 120 hours/month) - Uploaded Completed 2: & 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 j</i> 	with 5 - count 5 see with the 151A itus - for



Benchmark	Definition	
Counts in Employed 30+ on the Performance Achievement and Expenditure Reconciliation	• 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)	
Customers Hired by Employer but Still in the 90-Day Retention Period	 Includes customers who are: 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 This number aligns with the following rows on the Enrolled Dashboard: 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) 	
Customers Hired by Employers who Did Not Complete The 90-Day Retention Period Click Show/Hide Did Not Complete Retention to view this item. 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	 Includes customers who are: 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 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 	
nave a Job Retention step, or it is marked as an unsuccessful completion.		
Hired by Employer who	Includes customers who are:	
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 have a Job retention step marked as Successfully Completed. Counts in Retained Employment on the Performance Achievement and Expenditure Reconciliation	 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 This number aligns with the following rows on the ISTEP Dashboard: Number count of customers who have successfully completed Follow up Services in the Career Planning Section 	
Customers Hired by Employers who Did Not have a 90-Day Retention step	 Includes customers who are: 5. Marked as <u>Enrolled</u> in a training program or <u>Pre-Employment Only Services</u> on the customer Progress page 6. Permanently employed for 90-days or 150 non-consecutive days 	





Benchmark	Definition
Info Bubble: Total number of customers marked on the Progress page by a CBO as Successfully Completing with an exit reason of Hired by	 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
Employer, who do not have a Job Retention step, or it is marked as an unsuccessful completion.	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
Unsuccessful Completion	Includes customers who are:
Click Show/Hide Unsuccessful Completion to view this item.	 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
Info Bubble: Total number of customers marked on the Progress page by a CBO as Unsuccessfully Completing the Program.	 This number aligns with the following rows on the Enrolled Dashboard: 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 COSTOMERS in Completion Status - Completion Documentation Needs Uploaded (to see this number select the count for this row and use the export to filter down to exit status)
Dropped Out of Program	Includes customers who are:
Click Show/Hide Unsuccessful Completion to view this item.	 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 Dropped Out of Program
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	 This number aligns with the following rows on the Enrolled Dashboard: Dropped Out of Program - Uploaded Completed 2151A ONLY DROPPED FROM PROGRAM CUSTOMERS in Completion Status - Completion Documentation Needs to be Uploaded (to see this number select the count for this row and use the export to filter down to exit reason)
No Longer Span Fligible	Includes customers who are:
Click Show/Hide Unsuccessful Completion to view this item.	 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 No Longer SNAP Eligible
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.	 This number aligns with the following rows on the Enrolled Dashboard: No Longer SNAP Eligible - Uploaded Completed 2151A ONLY NO LONGER SNAP ELIGIBLE CUSTOMERS in Completion Status - Completion Documentation Needs Uploaded (to see this number select the count for this row and use the export to filter down to exit reason)
Moved Out of State or	Total number of customers marked on the Progress page by a CBO as Unsuccessfully Completing
Region	the Program with an exit reason of Moved Out of State or Region.
Click Show/Hide Unsuccessful Completion to view this item.	 Includes customers who are: 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 Moved Out of State or Region
Total number of customers marked	Page with an exit reason of moved out of state of hegion
on the Progress page by a CBO as	





Benchmark	Definition
Unsuccessfully Completing the Program with an exit reason of Moved Out of State or Region.	 This number aligns with the following rows on the Enrolled Dashboard: 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 (to see this number select the count for this row and use the export to filter down to exit reason)
Incarcerated	Includes customers who are:
Click Show/Hide Unsuccessful Completion to view this item.	 Marked as <u>Enrolled in a training program on the customer Progress page</u> Marked as <u>Did Not Complete</u> on the Completion Information section of the Progress page with an exit reason of Incarcerated
Info Bubble: Total number of customers marked on the Progress page by a CBO as Unsuccessfully Completing the Program with an exit reason of Incarcerated.	 This number aligns with the following rows on the Enrolled Dashboard: Incarcerated - Uploaded Completed 2151A ONLY INCARCERATED CUSTOMERS in Completion Status - Completion Documentation Needs to be Uploaded (to see this number select the count for this row and use the export to filter down to exit reason)
Withdrew from Study	This number aligns with the following rows on the Enrolled Dashboard:
Click Show/Hide Unsuccessful Completion to view this item.	Completion - Withdrew from Study
Info Bubble: 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.	















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