

Return After CCS - L

Development Version: Crystal Reports XI, Service Pack 2

First Issuance Date: 1/18/08

Modification (1/22/08): Improved crosstab percentage display; corrected sort feature; adjusted formatting.

Modification (1/23/08): Added < 90 Day # and % to crosstab.

Modification (1/24/08): Added column re: entered employment.

Parameters: Location Level (Region or Career Center); Region; Career Center; Start Date, Show Which Customers, Report Level (Summary/Detail), Sort Details.

Parameter List of Values Updated Date: N/A

Key Features: This report shows customers who have participated in a Career Center Seminar sometime on or after the specified start date and before today's date. It identifies customers who did or did not return after the CCS for an OSCCAR approved support or job service at the same selected location; if run for all career centers or regions, the return for service could be at any location.

The report can be run by region or career center or for all regions or all career centers. It can be run to show only those customers who did not return for services or to show all CCS participants. The number of days elapsed since the most recent service is shown, and contact info is provided (phone, e-mail). If run at the detail level, customers can be sorted either alphabetically or by days since their last service.

A summary view will show only a crosstab at the end of the report which shows the number and percent of customers returning for service by location and the number and percentage of returning or non-returning customers whose most recent service (either CCS for non-returners or another service for returning customers) was within a 90 day period ending yesterday. ***Please note that this report does not distinguish customers who received a post-CCS service during the 90 days following the CCS from those whose first post-CCS service was more than 90 days after the CCS.***

Exporting: To export, suppress this report header by right clicking on the gray area to the left->check "Suppress (No Drill-Down)". Then choose the regular Excel export and use the Group Header #2 as the guide to the column width.

Report Run Times: About 5-10 minutes.

Report Feedback: This report has been tested for accuracy; however, we encourage your feedback--if you get unexpected results or have other suggestions, please contact the report developer below.

Report Developer: Linda Bass, lbass@detma.org, 617-864-1570.

**All Career Center Seminar Participants
07/01/2007 to 01/30/2008**

	Returned for Services										Total				
	N					Y					#	%	#<90 Days	%<90 Days	Ent Empl
	#	%	#<90 Days	%<90 Days	Ent Empl	#	%	#<90 Days	%<90 Days	Ent Empl					
Career Center Name	3,189	61.1%	1,418	44.5%	6	2,028	38.9%	1,391	68.6%	272	5,217	100.0%	2,809	53.8%	278
Career Center Name	1,600	53.1%	738	46.1%	0	1,411	46.9%	856	60.7%	153	3,011	100.0%	1,594	52.9%	153
Career Center Name	1,782	65.4%	800	44.9%	0	942	34.6%	611	64.9%	140	2,724	100.0%	1,411	51.8%	140
Career Center Name	1,656	63.5%	759	45.8%	1	953	36.5%	637	66.8%	127	2,609	100.0%	1,396	53.5%	128
Career Center Name	1,719	67.1%	784	45.6%	0	844	32.9%	529	62.7%	159	2,563	100.0%	1,313	51.2%	159
Career Center Name	1,690	70.4%	779	46.1%	1	712	29.6%	474	66.6%	112	2,402	100.0%	1,253	52.2%	113
Career Center Name	1,735	74.3%	781	45.0%	0	600	25.7%	402	67.0%	99	2,335	100.0%	1,183	50.7%	99
Career Center Name	1,173	55.8%	524	44.7%	0	929	44.2%	570	61.4%	75	2,102	100.0%	1,094	52.0%	75
Career Center Name	1,256	61.0%	485	38.6%	2	802	39.0%	445	55.5%	101	2,058	100.0%	930	45.2%	103
Career Center Name	845	46.7%	442	52.3%	2	966	53.3%	594	61.5%	150	1,811	100.0%	1,036	57.2%	152
Career Center Name	388	24.4%	209	53.9%	2	1,202	75.6%	740	61.6%	256	1,590	100.0%	949	59.7%	258
Career Center Name	965	62.4%	480	49.7%	0	582	37.6%	419	72.0%	70	1,547	100.0%	899	58.1%	70
Career Center Name	906	61.5%	424	46.8%	1	566	38.5%	405	71.6%	40	1,472	100.0%	829	56.3%	41
Career Center Name	432	33.0%	174	40.3%	1	878	67.0%	761	86.7%	163	1,310	100.0%	935	71.4%	164
Career Center Name	1,109	86.3%	518	46.7%	0	176	13.7%	107	60.8%	60	1,285	100.0%	625	48.6%	60
Career Center Name	893	79.4%	415	46.5%	0	231	20.6%	153	66.2%	45	1,124	100.0%	568	50.5%	45
Career Center Name	828	74.8%	371	44.8%	0	279	25.2%	199	71.3%	23	1,107	100.0%	570	51.5%	23

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	Returned for Services										Total				
	N					Y					#	%	#<90 Days	%<90 Days	Ent Empl
	#	%	#<90 Days	%<90 Days	Ent Empl	#	%	#<90 Days	%<90 Days	Ent Empl					
Career Center Name	726	67.2%	314	43.3%	2	355	32.8%	238	67.0%	16	1,081	100.0%	552	51.1%	18
Career Center Name	773	74.3%	398	51.5%	0	268	25.7%	211	78.7%	32	1,041	100.0%	609	58.5%	32
Career Center Name	650	63.0%	312	48.0%	0	382	37.0%	285	74.6%	45	1,032	100.0%	597	57.8%	45
Career Center Name	610	65.9%	295	48.4%	0	316	34.1%	157	49.7%	24	926	100.0%	452	48.8%	24
Career Center Name	646	72.0%	328	50.8%	1	251	28.0%	157	62.5%	22	897	100.0%	485	54.1%	23
Career Center Name	484	59.1%	256	52.9%	1	335	40.9%	253	75.5%	51	819	100.0%	509	62.1%	52
Career Center Name	398	49.4%	199	50.0%	0	408	50.6%	256	62.7%	40	806	100.0%	455	56.5%	40
Career Center Name	245	64.8%	213	86.9%	0	133	35.2%	109	82.0%	2	378	100.0%	322	85.2%	2
Career Center Name	117	74.5%	58	49.6%	0	40	25.5%	37	92.5%	2	157	100.0%	95	60.5%	2
Career Center Name	62	57.4%	53	85.5%	0	46	42.6%	9	19.6%	1	108	100.0%	62	57.4%	1
Career Center Name	56	57.1%	24	42.9%	0	42	42.9%	35	83.3%	2	98	100.0%	59	60.2%	2
Total	26,931	61.9%	12,551	46.6%	20	16,609	38.2%	10,987	66.2%	2,275	43,511	100.0%	23,511	54.0%	2,294