

TO: Executive Committee

DATE: 10/04/10

FROM: WIB Staff

For Discussion

For Action

For Information

SUBJECT: Workforce Investment Board (WIB) Strategic Scorecard

PROPOSED MOTION(S): Review and discuss applicable Measure/Indicators from the WIB Strategic Scorecard.

DISCUSSION: The WIB's Strategic Scorecard is used to manage the attainment of the WIB's efforts. The Scorecard is divided into four Measurement Categories:

- A) Customer Perspective,**
- B) Internal Operations/Organizational Effectiveness,**
- C) Financial/Market Perspective, and**
- D) Learning & Innovation.**

The areas that require discussion/review:

B. Internal Operations/Organizational Effectiveness

1.a. Planned vs. Actual Participant Activity

-See attached Customer Satisfaction Report

-See attached Customer Service Report

Performance Measures

-See attached Performance Goals Negotiation Paper and Letter

C. Financial/Market Perspective

1. Expenditures

- See Attached Financial Report

2. Revenue & Resources/Revenue Generation

- See Attached Financial Report

ATTACHMENT(S): N/A