

TO: WIB Executive Committee

DATE: 01/07/02

FROM: WIB Staff

For Action

For Information

Meeting Notes

SUBJECT: WIB Self-Assessment Survey Results

PROPOSED MOTION(S): N/A

DISCUSSION: At the last meeting of the Workforce Investment Board (WIB) Executive Committee, a summary of the results of the survey completed by 23 WIB members was presented. After some discussion, the committee asked staff to further analyze the survey results--prioritizing those areas that appeared to need special attention by the WIB--and return this information to the Executive Committee for further discussion and possible action. The purpose of addressing the results is to initiate strategies for improvement and growth of the WIB.

The attached priority list has three categories:

- a. **Priority 1 - Questions that scored low (below 2.0), and had excessive "don't know" responses (5 or more).**
- b. **Priority 2 - Questions that scored low (below 2.0), but not a substantial number of "don't know" responses.**
- c. **Priority 3 - Questions that scored 2.0 or above, but had 5 or more "don't know" responses. These are areas that could be considered for WIB training and education.**

This information is presented to the committee for discussion and possible assignment to committees.

ATTACHMENT(S): Priority List

WIB SURVEY RESULTS PRIORITY LIST

1. Priority 1:

- a. I am satisfied with the data that the board collects and utilizes to track “continuous improvement” in the local workforce development system. (6 don’t knows)**
- b. The board examines the activities of other boards in order to provide benchmarks for its own work. (7 don’t knows)**

2. Priority 2:

- a. The board is seen in the community as a leading authority on workforce development needs and as an important source of information about the labor market. (1.8 score)**
- b. I am aware of how the board uses customer feedback to improve our products and services. (1.7 score)**
- c. The board has a management process that establishes accountability for the activities of the board and its individual members. (1.9 score)**
- d. I am satisfied that the board has a systematic mechanism for communicating the board’s goals and activities to the public. (1.9 score)**
- e. I am aware of the measures the board uses to judge the satisfaction of customers with services received from agencies and program providers overseen by the board. (1.9 score)**
- f. I actively help identify and recruit new business and community members to serve on the board. (1.9 score)**

3. Priority 3:

- a. Local workforce development service agencies see the board as a neutral broker representing the needs of employers. (8 don’t knows)**
- b. The strategic plan includes objectives that relate to the specific role, activities and “value added” of the board itself. (5 don’t knows)**

- c. The board analyzes available workforce data, employer information and training provider capacity as part of its strategic-planning process. (5 don't knows)**
- d. The board consults with technical and professional experts before making decisions. (6 don't knows)**
- e. The board secures and analyzes relevant information before making decisions regarding chartering One-Stop operators. (5 don't knows)**
- f. The board secures and analyzes relevant information before making decisions regarding accountability of One-Stop partners. (5 don't knows)**
- g. The board has a process in place to examine the ongoing activities and programs of service providers to see if they are following the objectives set down in the board's strategic plan, and to support and encourage them to do so. (6 don't knows)**
- h. The board is positioned to work with state and/or national leaders regarding the development of a quality workforce system. (5 don't knows)**