

**TO: Executive Committee**

**DATE: 01/09/06**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Strategic Scorecard**

**PROPOSED MOTION(S): Information only.**

**DISCUSSION: The Workforce Investment Board's (WIB) Strategic Scorecard is presented as a reminder that the Scorecard will become a standard tool to be used at every committee meeting. The Scorecard is a living tool, amendable by each committee as needed, and is the WIB's checklist to measure its goals and programs.**

**ATTACHMENTS:  
Strategic Scorecard**

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

**WIB GOALS**

**Goal # I** Train and attract adaptable workers to fill industry needs.

**Goal # II** Influence the K-12 education system to design and implement strategies that provide students knowledge of employee skills and attitudes and develop metrics to assure success.

**Goal # III** Become an active advocacy voice and take political action on workforce development issues at the local, state, and national levels.

**Measurement Category: Customer Perspective**

| Measure/Indicator   | Metrics  | Method  | How Often Review | Responsible WIB Committee                   |
|---|--|---|------------------|---|
| 1. Business Customer Satisfaction   |  |   |                  |   |
| a. Employer Needs Are Being Met   | 80% Satisfaction<br><br>Rate & Increase in the # of Employers using Worknet Services | Face to face 10 Question Survey of 30 Employers (Coordinated with Econ. Dev., Chambers, etc and conducted during regular visit with employer & include WIB members) | Annually (July)  | QA & BSU                                    |
| b. Are the Right Industries Targeted<br><br>• Economic Development Targeted Industries<br><br>• Growth Industries | Compare targets and adjust industry focus, if necessary                              | Review Industries adopted from the 2003 MCEDSP and LMI (Growth Industries & Early Warning Data (in development))  | Biannually       | PP&D & the Economic Development Action Team |
| 2. Job Seeker Customer Satisfaction   |  |   |                  |   |
| a. Job Seeker Needs Are Being Met   | 90%  | Customer Satisfaction Surveys   | Monthly          | QA  |
| b. Input from Customers Is Used To Improve Services   | Rating to meet or exceed   | One Stop Management   | Annually (Jan)   | QA  |

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|  |   |  |            |           |
|--|---|--|------------|-----------|
|  |   |  |            |           |
| 3. Workforce Development<br>Advocacy/Awareness | <p># Of Face to Face Meetings compared to previous year</p> <p># Of Written Communications compared to previous year</p> <p>Voting record of Legislators</p> <p>Positive impact to Support Local Control</p> <p>Stable or increased WIA Funding</p> | <p>Meetings with Legislators</p> <p>Written Communication with Legislators (requesting a response from them)</p> <p>Invitations to WIB Meetings</p> <p>Invitations to Worknet, i.e., for a tour, Chamber Mixer, etc.</p> | Biannually | Executive |
|  |   |  |            |           |

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

Measurement Category: Internal Operations/Organizational Effectiveness

| Measure/Indicator   | Metrics  | Method                          | How Often Review                             | Responsible WIB Committee |
|---|--|---------------------------------|--|---------------------------|
| 1. Program Accountability:  |  |                                 |  |                           |
| a. Plan vs. Actual Participant Activity   |  |                                 |  |                           |
| <ul style="list-style-type: none"> <li>Numbers</li> </ul>   | Planned vs. Actual                             | Participant Reports             | Quarterly                                    | QA                        |
| <ul style="list-style-type: none"> <li>Demographics<br/> <b>White – 46.7%</b><br/> <b>Hispanic – 32.4%</b><br/> <b>Asian - 6.8%</b><br/> <b>African Amer _ 3.8%</b><br/> <b>Amer Indian _ 1.2%</b><br/> <b>Pacific Isl _ 0.2%</b><br/> <b>Others _ 8.9%</b> </li> </ul> | Participants vs. Merced Co. Demographics       | Participant Reports             | Biannually (Jul/ Jan)                        | QA                        |
| <ul style="list-style-type: none"> <li>Performance Measures</li> </ul>  | Attain 80% level on Goals                      | Performance Reports             | Quarterly (1-Nov<br>2-Feb<br>3-May<br>4-Oct) | QA                        |
| b. Report Results:  |  |                                 |  |                           |
| <ul style="list-style-type: none"> <li>Audits</li> </ul>  | Zero Findings                                  | County Audit                    | Annually ( <b>May</b> )                      | QA                        |
| <ul style="list-style-type: none"> <li>Monitoring</li> </ul>  | Zero Findings                                  | EDD Monitoring<br>WI Monitoring | Annually<br>Biannually                       | QA                        |
| <ul style="list-style-type: none"> <li>Youth Quarterly Program Reports</li> </ul>   |  |                                 |  |                           |
| Out-of-School Youth   | Acceptable Progress based on contract timeline | Report from MCOE                | Quarterly                                    | YC                        |
| Younger Youth   | Acceptable Progress based on contract timeline | Report from MCOE                | Quarterly                                    | YC                        |

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

|   |   |   |            |      |
|---|---|---|------------|------|
| <p>c. Resources are Allocated Appropriately:</p> <ul style="list-style-type: none"> <li>• Pilot Program in a specific Industry cluster (offering career ladders or move up strategy)</li> <li>• Quality Controls</li> <li>• Productivity</li> </ul> | Review results of training job and placements in the industry | Identify and select an Industry cluster | Biannually | PP&D |
|   | Improved Scores   | Customer Satisfaction Data              | Yearly     | QA   |
|   | Attainment  | Performance Measures                    | Yearly     | QA   |

**Measurement Category: Financial/Market Perspective**

| Measure/Indicator  | Metric   | Method         | How Often Review | Responsible WIB Committee |
|--|--|----------------|------------------|---------------------------|
| <p>1. Expenditures including:</p> <ul style="list-style-type: none"> <li>• Obligations</li> <li>• Accruals (Expenses)</li> <li>• Encumbrances</li> <li>• By funding source</li> <li>• By service</li> <li>• Plan vs. Actual</li> </ul> | <p>80% of Current Year Allocation Obligated by End of the Year</p> <p>70% Expended of Available Funds (Carryover plus Allocation) by the End of the Year</p> | Fiscal Reports | Monthly          | Finance                   |
| <p>2. Revenue &amp; Resources:</p> <p>a. Grants</p>  | #s Applied for and Source  | WI Report      | Quarterly        | Finance                   |
|  | #s Received and \$\$ Amounts   | WI Report      | Quarterly        | Finance                   |
| <p>b. Revenue Generation</p>   | # of Sources and Amount of \$\$  | WI Report      | Quarterly        | Finance                   |

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

**Measurement Category: Learning and Innovation**

| Measure/Indicator                                      | Metric   | Method                                      | How Often Review | Responsible WIB Committee |
|--|--|---|------------------|---------------------------|
| 1. Progress in Preparation for Worknet Recertification | On Schedule  | Report from Worknet LT on Time Line         | Bimonthly        | QA                        |
| 2. Influence the Workforce Investment System           |  |   |                  |                           |
| a. Education   | Report on Activity   | Participate on the P-16 Council             | Quarterly        | PP&D                      |
| b. Economic Development/Castle Development             | New Jobs Created   | Reports by MCEDCO, BEO and EDAC.            | Quarterly        | PP&D                      |
|  | Jobs Lost  | Reports on Rapid Response activity          |                  |                           |
| c. Workforce Housing                                   | # of New Units Built<br># of building permits issued for workforce housing | Support the WIB Policy on Workforce Housing | Yearly           | Executive                 |

**Glossary**

**BSU - Dept. of WI Business Services Unit**

**Executive - WIB Executive Committee**

**Finance - WIB Finance Committee**

**PP&D - WIB Program Planning & Development Committee**

**QA - WIB Quality Assurance Committee**

**YC - Youth Council**