

**TO: Executive Committee**

**DATE: 5/05/08**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Workforce Investment Board (WIB) Strategic Scorecard Alignment**

**PROPOSED MOTION(S): Accept the revised Workforce Investment Board Strategic Scorecard.**

**DISCUSSION: The WIB Strategic Scorecard is used to manage the attainment of the WIB's efforts and has been updated and aligned with the current WIB goals. The four areas of the Scorecard continue to be relevant to the attainment of WIB goals. Each section of the Scorecard is labeled by color to show the connection/alignment between the WIB goals and the Strategic Scorecard.**

**The primary change and recommendations are focused on Goal 2: "Increased private sector involvement and ownership of the WIB." It is recommended that this goal be achieved through the Scorecard's "Customer Perspective" Measurement Category under item (3) labeled Workforce Development Advocacy/Awareness.**

**Recommendations**

- 1. The method used to accomplish this goal may be "mentoring" of newly appointed WIB members by members that have been on the WIB for at least one year.**
- 2. Another recommendation may be that the WIB be informed (at every meeting) of the number of members required, and request that members provide leads for the areas of membership that are lacking representation. Leads may be followed up by members or staff as requested.**
- 3. The third recommendation is that WIB members be requested to inform at least one colleague (every month) about the purpose and function of the Workforce Investment Board, and its connection to the community.**





**ATTACHMENT(S): Revised Strategic Scorecard**

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD


**WIB GOALS**

- Goal 1:** Clarified roles & responsibilities & improved communication in economic development.
- Goal 2:** Increased private sector involvement & ownership of the WIB.
- Goal 3:** Increased visibility with clear, consistent message focused on business.
- Goal 4:** More diverse resources & efficiency / effectiveness measures.
- Goal 5:** Identify & deliver services needed by business.
- Goal 6:** Implement one additional industry cluster.
- Goal 7:** Increased support for K-12 improvement.

**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 Rate & Increase in the # of Employers using Worknet Services	Face to face 10 Question Survey of 30 Employers	Annually (July)	Exec
 b. Are the Right Industries Targeted <ul style="list-style-type: none"> <li>• Economic Development Targeted Industries</li> <li>• Growth Industries</li> </ul>	Compare targets and adjust industry focus, if necessary	Review LMI (Growth Industries & Early Warning Data)	Annually (July)	Exec
 2. Job Seeker Customer Satisfaction a. Job Seeker Needs Are Being Met	90%	Customer Satisfaction Surveys	Biannually (Jan/July)	Exec
b. Input from Customers Is Used To Improve Services	Rating to meet or exceed	One Stop Management	Biannually (Jan/July)	Exec
 3. Workforce Development Advocacy/Awareness	# Of Face to Face Meetings  # Of Written	Meetings with Legislators	Annually (April)	Executive

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

	<p>Communications</p> <p>Voting record of Legislators</p> <p>Positive impact to Support Local Control</p> <p>Stable or increased WIA Funding</p>	<p>Written Communication with Legislators (requesting a response)</p> <p>Invitations to WIB Meetings</p> <p>Invitations to Worknet, i.e., for a tour, Chamber Mixer, etc.</p>		
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**Measurement Category: Internal Operations/Organizational Effectiveness**

Measure/Indicator	Metrics	Method	How Often Review	Responsible WIB Committee
<p>1. Program Accountability:</p> <p>a. Plan vs. Actual Participant Activity</p> <p>Numbers</p> <p>Merced County Population</p> <ul style="list-style-type: none"> <li>• Demographics</li> <li>• White – 40.6%</li> <li>• Hispanic – 45.3%</li> <li>• Asian – 6.8%</li> <li>• African Amer – 3.8%</li> <li>• Amer Indian – 1.2%</li> <li>• Others – 2.3%</li> </ul> <p>• Performance Measures</p> <p>b. Report Results:</p> <ul style="list-style-type: none"> <li>• Audits</li> </ul>	<p>Planned vs. Actual</p> <p>Participants vs. Merced Co. Demographics</p> <p>Attain 80% level on Goals</p> <p>Zero Findings</p>	<p>Participant Reports</p> <p>Participant Reports</p> <p>Performance Reports</p> <p><del>Single Audit</del></p>	<p>Quarterly (Oct/Jan/Apr/Jul)</p> <p>Biannually (Jul/Jan)</p> <p>Quarterly (Nov/Feb/May/Oct)</p> <p>Annually (May)</p>	<p>Exec</p> <p>Exec</p> <p>Exec</p> <p>Exec</p>

Deleted: County Audit  
Single Unit Federal Audit

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

<ul style="list-style-type: none"> <li>• Monitoring</li> <li>• Youth Quarterly Program Reports</li> <li>    Out-of-School Youth</li> <li>    Younger Youth</li> </ul> <p>c. Resources are Allocated Appropriately:</p> <ul style="list-style-type: none"> <li>• The Selected Industry Cluster and Occupations Within The Cluster Are Being Supported</li> <li>• Quality Controls</li> <li>• Productivity</li> </ul>	Acceptable Progress	EDD Monitoring	Annually (Feb)	Exec
	Acceptable Progress	WI Monitoring	Biannually (Jan/Jul)	
		Report from MCOE	Quarterly	YC
		Report from MCOE	Quarterly	YC
	Review results of training and job placements in the industry	Identify and select industry cluster	Annually (July)	Exec
Improved Scores	Customer Satisfaction Data	Annually (July)	Exec	
Attainment	Performance Measures	Annually (July)	Exec	

**Measurement Category: Financial/Market Perspective**

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
1. Expenditures including: <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>	80% Expended by End of Year	Fiscal Reports	Monthly	Exec
2. Revenue & Resources:				
a. Grants	#s Received	WI Report	Quarterly	Exec

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

b. Revenue Generation	#s Applied for Sources # of Sources Amount of \$\$	WI Report	(Oct/Jan/Apr/Jul) Quarterly (Oct/Jan/Apr/Jul)	Exec
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**Measurement Category: Learning and Innovation**

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
1. Influence the Workforce Investment System				
a. Education	Report on Activity	Participate on the P-16 Council	Quarterly	Exec
b. Economic Development Adhoc Committee	New Jobs Created Jobs Retained or Jobs Lost	Reports by MCEDCO, and CAED	Quarterly	Exec



Deleted: BEO  
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**Glossary**

Exec - WIB Executive Committee  
YC - Youth Council

Revision Date: April 29, 2008