

TO: Executive Committee

DATE: 06/04/07

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: WIB Strategic Scorecard

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

DISCUSSION: The WIB's Strategic Scorecard was created by the WIB's Quality Assurance Committee and is to be used to manage the attainment of the WIB's efforts. The Scorecard is divided into four (4) Measurement Categories: 1) Customer Perspective, 2) Internal Operations/Organizational Effectiveness, 3) Financial/Market Perspective, and, 4) Learning & Innovation.

Two areas require discussion:

- 1. Internal Operations/Organizational Effectiveness (See Participant Reports)**
- 2. Financial/Market Perspective (See Financial Reports)**

ATTACHMENT(S): 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				Exec
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)	
b. Are the Right Industries Targeted • Economic Development Targeted Industries • Growth Industries	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	Meetings with Legislators	Annually (April)	Executive
	# Of Written Communications	Written Communication with		

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

	<p>Voting record of Legislators</p> <p>Positive impact to Support Local Control</p> <p>Stable or increased WIA Funding</p>	<p>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> <ul style="list-style-type: none"> • Numbers • Merced County Population Demographics <ul style="list-style-type: none"> White - 46.7% Hispanic - 32.4% Asian – 6.8% African Amer – 3.8% Amer Indian – 1.2% Others – 9.1% • Performance Measures 	<p>Planned vs. Actual</p> <p>Participants vs. Merced Co. Demographics</p> <p>Attain 80% level on Goals</p>	<p>Participant Reports</p> <p>Participant Reports</p> <p>Performance Reports</p>	<p>Quarterly (Oct/Jan/Apr/Jul)</p> <p>Biannually (Jul/Jan)</p> <p>Quarterly (Nov/Feb/May/Oct)</p>	<p>Exec</p> <p>Exec</p> <p>Exec</p>
<p>b. Report Results:</p>				

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

<ul style="list-style-type: none"> • Audits • Monitoring • Youth Quarterly Program Reports <ul style="list-style-type: none"> Out-of-School Youth Younger Youth <p>c. Resources are Allocated Appropriately:</p> <ul style="list-style-type: none"> • The Selected Industry Cluster and Occupations Within The Cluster Are Being Supported • Quality Controls • Productivity 	Zero Findings	County Audit Single Unit Federal Audit	Annually (May)	Exec	
	Zero Findings		Annually (Feb) Biannually (Jan/Jul)	Exec	
	Acceptable Progress	EDD Monitoring WI Monitoring	Quarterly	YC	
	Acceptable Progress	Report from MCOE 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		Annually (July)	Exec	
	Attainment	Customer Satisfaction Data 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"> • Obligations • Accruals (Expenses) • Encumbrances • By funding source 	80% Expended by End of Year	Fiscal Reports	Monthly	Exec

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

<ul style="list-style-type: none"> • By service • Plan vs. Actual 				
2. Revenue & Resources:				
a. Grants	#s Received #s Applied for Sources	WI Report	Quarterly (Oct/Jan/Apr/Jul)	Exec
b. Revenue Generation	# of Sources Amount of \$\$	WI Report	Quarterly (Oct/Jan/Apr/Jul)	Exec

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/Castle Development	New Jobs Created Jobs Retained or Jobs Lost	Reports by MCEDCO, BEO and EDAC.	Quarterly	Exec

Glossary

Exec - WIB Executive Committee

YC - Youth Council

Revision Date: December 4, 2006