

TO: WIB Quality Assurance Committee

DATE: 06/25/04

FROM: WIB Staff



For Action



For Information



For Discussion

SUBJECT: Workforce Investment Board (WIB) Balanced Scorecard

PROPOSED MOTION(S): To approve the format and continue to develop a strategic scorecard.

DISCUSSION: A WIB goal is to develop a balanced scorecard. The committee has provided input and directed staff to develop a scorecard that will evaluate fundamental performance areas that are vital to WIB success, and create a set of measures for each of the areas. The committee will review the draft and continue to develop the various aspects of the strategic scorecard.

ATTACHMENT(S): Draft Strategic Scorecard Format

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 b. Are the Right Industries Targeted <ul style="list-style-type: none"> • Economic Development Targeted Industries • Growth Industries 				
2. Job Seeker Customer Satisfaction a. Job Seeker Needs Are Being Met b. Input from Customers Is Used To Improve Services				
3. Workforce Development Advocacy/Awareness				

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

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 • Demographics • Performance Measures <p>b. Report Results:</p> <ul style="list-style-type: none"> • Audits • Monitoring • Youth Quarterly Program Reports <p>c. Resources are Allocated Appropriately:</p> <ul style="list-style-type: none"> • Quality Controls • Productivity • The right resources are available at the right time (i.e.) Computer Lab staffing. 				

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

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 • By service • Plan vs. Actual 				
2. Revenue & Resources: <ul style="list-style-type: none"> a. Grants b. Entrepreneurial Ventures 				

Measurement Category: Learning and Innovation

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
1. Progress in Preparation for Worknet Recertification				
2. Influence the Workforce Investment System				