

**Workforce Investment Board of Merced County
Quality Assurance Committee
Dept of Workforce Investment (Large Conference Room)
1880 W. Wardrobe Ave, Merced, CA
June 25, 2004, 7:30-9:00 a.m.
Meeting Agenda**



www.co.merced.ca.us/wi/wib/wib.html

-
1. Call to Order and Roll Call
 2. Approval of Agenda
 3. Approval of Minutes (May 28, 2004).....
 4. Public Opportunity to Speak
 5. Action Agenda
 - a. Strategic Scorecard
 6. Information/Discussion
 - a. Worknet Employment Resource Center Management Tools
 - 1) Worknet Customer Service Data for May 2004.....
 - 2) Workforce Investment Act Summary for PY 2003/2004 – Participant Characteristics Summary
 - b. Worknet Leadership Team Update on Human Resources (Category 5)..... Patric Farrar
 7. Chair Comments.....
 8. Next Meeting Date/Time – July 30, 2004, 7:30–9:00 a.m.
 9. Adjourn.....

**Workforce Investment Board of Merced County
Quality Assurance Committee
Dept of Workforce Investment Large Conference Room
1880 W. Wardrobe Ave, Merced, CA
May 28, 2004, 7:30–9:00 a.m.
Meeting Minutes**



Members Present: Brian Griffin, Doug Kirkpatrick, Albert Montejano (Chair), Terry Nichols, Carole Roberds (Vice Chair), Helen Sullivan

Members Absent: Ernie Flores, Jeremiah Greggains, Ned Miller, Steve Tinetti

Staff Present: Dave Cramer, Dave Davis, B. J. Hannah, Allen Kratzer, Joanne Presnell

1. **Call to Order and Roll Call:** The Chair called the meeting to order at 7:45 a.m.
2. **Agenda:** It was *M/S/C Griffin/Roberds* to approve the agenda as published.
3. **Approval of Minutes (February 18, 2004):** It was *M/S/C Kirkpatrick/Griffin* to approve the February 18, 2004 minutes.
4. **Public Opportunity to Speak:** None.
5. **Information Agenda:**
 - a. **Worknet Leadership Team Update on Information Analysis (Category 5):** Mr. Allen Kratzer gave an update on initiatives within the Dept of Workforce Investment to upgrade the computers in the Merced PLATO Lab. He briefly discussed the Leadership Team's beginning of a Case Management System.
 - b. **Worknet Employment Resource Center Management Tools:**
 - 1) **Worknet Customer Service Data for April 2004:** Mr. B. J. Hannah, from the Employment Resource Center, briefed the committee on the Customer Service Data for April 2004. The other WIA reports were noted by the Chair, and no discussion resulted.
 - c. **Balanced Scorecard:** The Workforce Excellence Network's "Using Strategic Scorecards: A Guide for Workforce Boards" was used by the committee to begin the development of a Workforce Investment Board Balanced Scorecard. After discussion, it was decided the following broad categories would be used as the foundation/framework for the scorecard: 1) Customer Satisfaction, 2) Financial and Market Measures, 3) Operational Measures, and 4) Learning and Innovation Measures.

The committee also agreed to integrate data from the One-Stop Certification processes into these broad categories.
6. **Chair Comments:** The Chair thanked everyone for attending the meeting, and directed that staff draft a framework scorecard for use at the next committee meeting.
7. **Next Meeting Date & Time:** June 25, 2004, 7:30 a.m., Dept of Workforce Investment Large Conference Room, 1880 W. Wardrobe Ave, Merced.
8. **Adjourn:** Meeting adjourned at 8:45 .m.

Minutes prepared by Dave Davis.

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 • 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

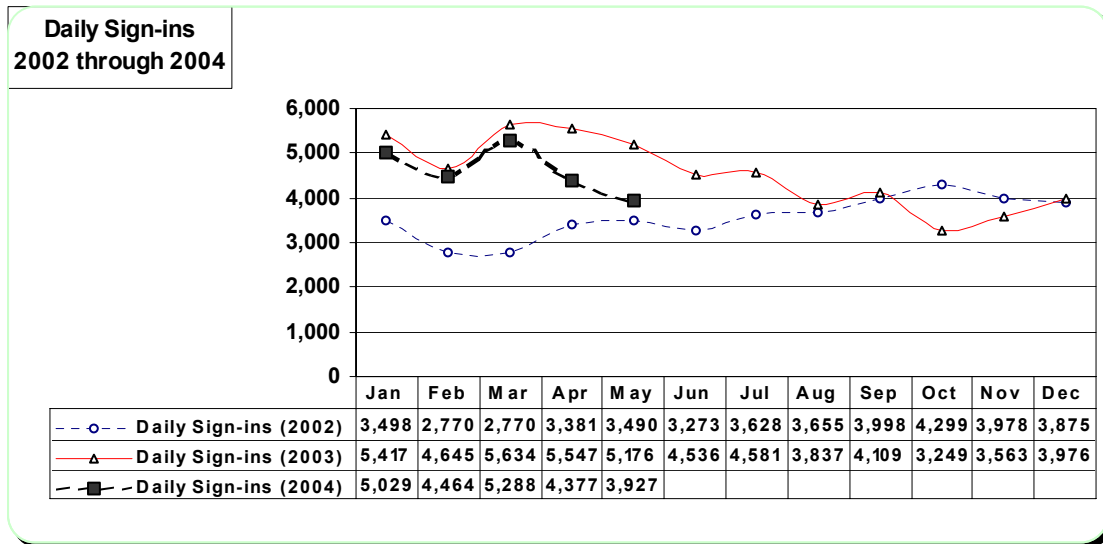
Measurement Category: Financial/Market Perspective

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				

WorkNet Customer Service Data for May 2004



The following pages show charts and graphs of data collected from our Day Passes received from our customers during the month of May 2004. Data presented in this report are by all locations and then by individual location (Merced, Livingston, and Los Banos). The following text is for all Locations.

Customers

In the month of May 2004, all locations recorded 3,927 sign-ins with 1,458 customers returning the Day Pass and 157 first time visitors. Afternoon was the most popular time for customers to use our services, with 907 customers. Morning received 509 responses from our customers.

Customer Employment Status

Of the 1,458 customers that returned the day pass, 20 said they are employed full-time; 21 responded with part-time employment; and 16 responded with temporary employment. Seven hundred ninety-five customers responded with not employed. Six hundred six customers did not respond to this question.

How did you hear about us?

Returning customers complete this question during the first full week of May and then receive a shorten version of the Day Pass which excludes this question. One hundred one returning customers responded to this question with 25 responses of newspaper ad. The next most frequent response was walk-in with 20 responses. Of the 157 first time visitors, 68 responded to this question. Friend/Family was the most frequent response

Customer Service Data for May 2004

with 25 responses. Walk-in with 21 responses was the next most frequent response. EDD was the 3rd most frequent response with 11 responses.

Customer Satisfaction Question

For all locations, customer satisfaction questions received ratings between 9.71 and 9.79 with "Were you satisfied with the services?" and "Did we help you today?" receiving the highest rating of 9.79. For customers that rated our services with a five or less, "Did you get the information you needed?" had the highest dissatisfaction with 2 responses.

How do our customers use our services?

In the month of May, our customers report using the computer most often with 1,144 responding to this question. Computer usage is broken out into five categories with CalJobs/Internet Job Search receiving the most responses (513); Resume/Cover Letter was second with 160 responses.

For non-computer related services, Plato Lab was the most often used service by our customers, with 224 responses. Job Listings was the next most often used service with 191 responses.

The following list of remaining services is in the order most used by our customers:

Fax (175)	Telephone (145)	Copier (112)	Resource Library (19)
Workshop (17)	Orientation (10)	Typewriter (7)	Skills Certificate (4)

Have questions, comments, or suggestions about this monthly report, please email them to pitd26@co.merced.ca.us.

**Summary Data for Customer Service for May 2004
(Day Pass Information)**

	May 03	Mar 04	Apr 04	May 04
Daily Sign-ins	5,176	5,288	4,277	3,927
Daily Questionnaires	2,939	1,897	1,640	1,458
First Visit	126	398	267	157

Customer Satisfaction

Courtesy of Staff	9.66	9.53	9.42	9.73
Time it took for staff to assist you	9.61	9.57	9.31	9.77
Did you get the information you needed	9.61	9.60	9.40	9.71
Were you satisfied with the services?	9.68	9.56	9.49	9.79
Did we help you today?	9.61	9.61	9.42	9.79

What did our customer use?

Computer	2,018	1,333	1,247	1,144
CalJobs/Internet Job Search	915	614	561	513
Resume/Cover Letter	271	200	146	160
Typing Practice	85	86	89	63
Typing Certificate	18	38	13	4
Career Exploration	103	67	31	37
Job Listing	676	251	182	191
Fax	290	278	191	175
Copier	239	193	155	112
Telephone	239	228	174	145
Typewriter	26	20	18	7
Resource Library	34	29	11	19
Skills Certificate	25	23	12	4
Plato Lab	406	344	300	224
Workshop	30	26	17	17
Orientation	33	16	5	10

How did you hear about us?

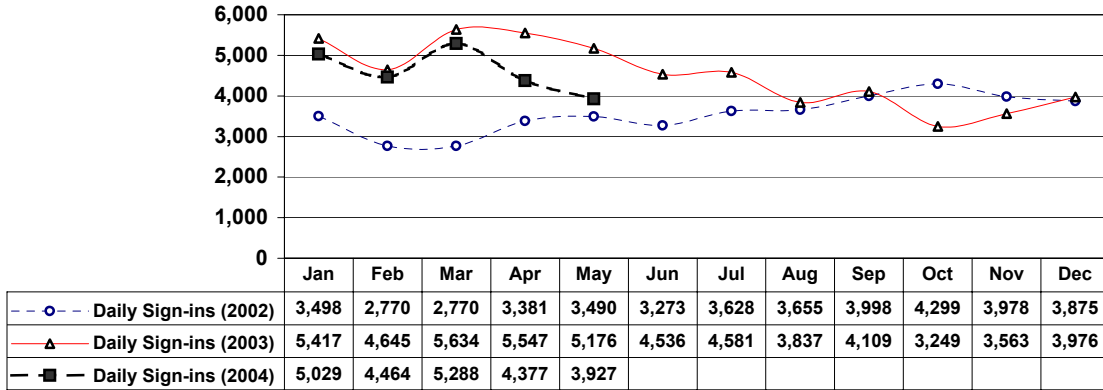
Newspaper ad	6	24	19	25
Radio ad	0	2	2	1
Flyer/Brochure	0	7	5	5
Friend/Family	8	31	15	16
EDD	1	25	7	8
Merced Mall	0	1	3	0
Billboard	1	0	1	1
TV ad	0	0	1	0
Internet	0	8	5	8
Walk-in	10	47	52	20
CalWORKs	5	20	20	16
Phonebook	1	7	4	1

Na = Not Asked

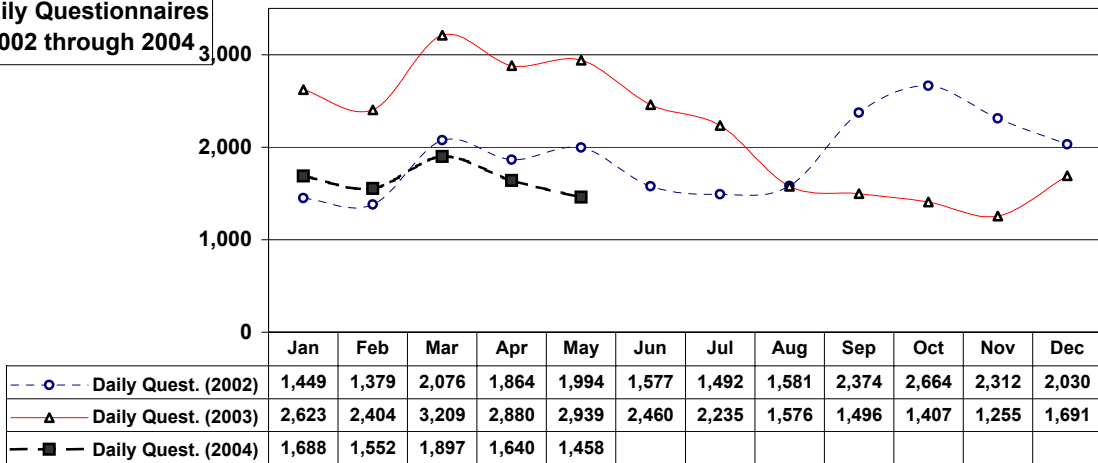
Marketing advertisements for May 2004.
05/1, 4-8, 18-22, 25-29/2004: Various Newspaper Ads
Worknet Signs placed inside all Merced "The Bus" buses.

**WorkNet - Annual Comparison
2002 through 2004**

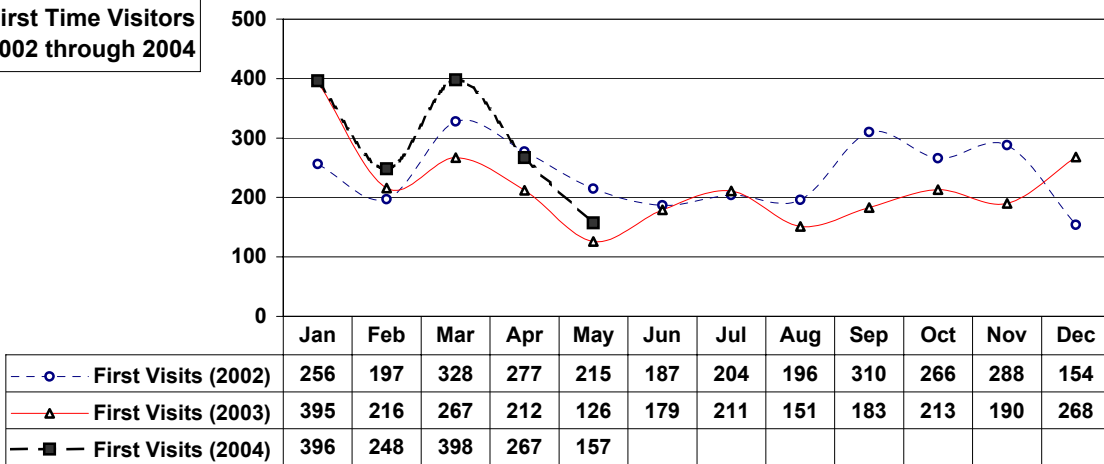
**Daily Sign-ins
2002 through 2004**



**Daily Questionnaires
2002 through 2004**



**First Time Visitors
2002 through 2004**



WIA PARTICIPANT SUMMARY REPORT
PY 2003/2004
May-04

	Adult			Dislocated Worker			Older Youth			Younger Youth			Total	
	May-04	YTD	Plan Mod.	May-04	YTD	Plan Mod.	May-04	YTD	Plan Mod.	May-04	TYD	Plan Mod.	May-04	TYD
Total Participants	114	266	340	76	157	290	136	192	288	584	884	1,160	910	1499
Participants Carried In	106	194	260	74	118	200	126	140	163	546	525	790	852	977
New Participants Entering Grant	8	72	80	6	39	90	10	52	125	38	359	370	62	522
Total Participants Exiting WI	0	152	130	0	81	80	5	61	100	7	307	430	12	601
Entered Unsubsidized Employment	0	143	120	0	67	90	3	21	30	2	57	80	5	288
Training Related	0	34	60	0	30	60	0	5	10	2	27	25	2	96
Entered Military Service	0	0		0	0		0	1		0	4	4	0	5
Entered Qualified Apprenticeship Program	0	2		0	0		0	0		0	0	10	0	2
Entered Post-Secondary Education	0	0		0	0		1	9	5	0	66	135	1	75
Entered Advanced Training	0	1		0	0		0	1		0	2	6	0	4
Attained Recognized Certificate/Diploma/Degree	0	41		0	47		0	6		6	214		6	308
Attained High School Diploma/GED	0	0		0	0		0	1		6	208	350	6	209
Returned to Secondary School (Youth Only)	0	0		0	0		0	0		0	28	10	0	28
Exits Excluded from Performance	0	2		0	2		0	4		0	6		0	14
Other Exits	0	104	40	0	71	40	1	49	20	7	302	400	8	526
Program Activities/Services Summary														
Core Services (Registered)	114	266	300	76	157	420	0	0		0	0		190	423
Intensive Services	97	151	240	59	114	60	119	172		80	126		355	563
Training Services	55	82	80	27	61	60	88	120		68	92		238	355
Youth Services	0	0		0	0		122	163		578	878		700	1041
Concurrent Program Participants	7	14		13	23		109	162		436	715		565	914
Individual Training Accounts	5	14		5	24		0	0		0	0		10	38
Goals Set (Younger Youth Only)	0	0		0	0		0	0		48	513	650	48	513

Participant Summary 2003/2004 - Year to Date

