

TO: Executive Committee

DATE: 07/07/08

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Review Workforce Investment Board (WIB) Strategic Scorecard Categories

PROPOSED MOTION(S): Review and discuss applicable Measure/Indicators from the WIB Strategic Scorecard. and provide direction to staff to align Strategic Scorecard with new WIB Goals.

DISCUSSION: The WIB Strategic Scorecard is to be used to manage the attainment of the WIB's efforts. The Scorecard is divided into four Measurement Categories:

A) Customer Perspective, B) Internal Operations/Organizational Effectiveness, C) Financial/Market Perspective, and D) Learning & Innovation.

The areas that require discussion/review:

Customer Perspective

- 1. Business Customer Satisfaction – Information provided in January 2008 from Business Focus Groups. Regional work in the manufacturing industry is currently being carried out. Information from the Employer Focus Groups presented in January 08 is being used in the drafting of an ordinance that will include increased assessments of current and potential employees, and provide space for employer to continue their expansion and retention efforts is complete.**
- 2. Job Seeker Customer Satisfaction – *See Attached Customer Service & Satisfaction Report May 08.***

Internal Operations/Organizational Effectiveness

- 1.c. Resources Allocated Appropriately – Selected Industry Cluster was supported by applying incentive funding for the RN Program.**

Financial/Market Perspective

- 1. *See Attached Financial Report***

**ATTACHMENT(S):
Strategic Scorecard**