

**TO: WIB Quality Assurance Committee**

**DATE: 08/27/04**

**FROM: WIB Staff**



**For Action**



**For Information**



**For Discussion**

**SUBJECT: WIB Strategic Scorecard**

**PROPOSED MOTION(S): To finalize the a strategic scorecard and forward to the WIB for approval.**

**DISCUSSION: A WIB goal is to develop a balanced scorecard. During July and August the committee has meet through an Ad Hoc Committee and regular meetings to create 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 scorecard has been completed and will be forwarded to the WIB for adoption.**

**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				QA & BSU
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	
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)	Biannually	PP&D
2. Job Seeker Customer Satisfaction				
a. Job Seeker Needs Are Being Met	90%	Worknet Day Pass	Monthly	QA
b. Input from Customers Is Used To Improve Services	Rating to meet or exceed	Benchmark to similar service organizations	Biannually	QA
3. Workforce Development Advocacy/Awareness				
	# Of Face to Face Meetings	Meetings with Legislators	Biannually	Executive
	# Of Written Communications Voting record of Legislators	Written Communication with Legislators (requesting a response)		
	Positive impact to			

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

	Support Local Control  Stable or increased WIA Funding	Invitations to WIB Meetings  Invitations to Worknet, i.e., for a tour, Chamber Mixer, etc.		
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**Measurement Category: Internal Operations/Organizational Effectiveness**

Measure/Indicator	Metrics	Method	How Often Review	Responsible WIB Committee
1. Program Accountability:				
a. Plan vs. Actual Participant Activity				
• Numbers	Planned vs. Actual	Participant Reports	Monthly	QA
• Demographics	Participants vs. Merced Co. Demographics	Participant Reports	Biannually	QA
• Performance Measures	Attain 80% level on Goals	Performance Reports	Quarterly	QA
b. Report Results:				
• Audits	Zero Findings	County Audit	Annually	QA
• Monitoring	Zero Findings	EDD Monitoring WI Monitoring	Annually Biannually	QA
• Youth Quarterly Program Reports				
Out-of-School Youth	Acceptable Progress	Report from MCOE	Quarterly	YC
Younger Youth	Acceptable Progress	Report from MCOE	Quarterly	YC

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<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>	Cost Benefit Analysis	Report	Biannually	QA
	WI Entered Employment in Merced Co. by Industry	Report		
	Improved Scores	Customer Satisfaction Data	Yearly	QA
	Attainment	Performance Measures	Yearly	QA

**Measurement Category: Financial/Market Perspective**

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
<p>1. Expenditures including:</p> <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	Finance
<p>2. Revenue &amp; Resources:</p> <p>a. Grants</p>	#s Received #s Applied for Sources	WI Report	Biannually	Finance
<p>b. Revenue Generation</p>	# of Sources Amount of \$\$	WI Report	Biannually	Finance

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**Measurement Category: Learning and Innovation**

<b>Measure/Indicator</b>	<b>Metric</b>	<b>Method</b>	<b>How Often Review</b>	<b>Responsible WIB Committee</b>
1. Progress in Preparation for Worknet Recertification	On Schedule	Report from Worknet LT on Time Line	Bimonthly	QA
2. Influence the Workforce Investment System				
a. Education	Report on Activity	Participate on the P-16 Council	Quarterly	PP&D
b. Economic Development/Castle Development	New Jobs Created Jobs Retained or Jobs Lost	Reports by MCEDCO, BEO and EDAC.	Quarterly	PP&D
c. Workforce Housing	# of New Units Built	Support the WIB Policy on Workforce Housing	Yearly	Executive

**Glossary**

**BSU - Dept. of WI Business Services Unit**

**Executive - WIB Executive Committee**

**Finance - WIB Finance Committee**

**PP&D - WIB Program Planning & Development Committee**

**QA - WIB Quality Assurance Committee**

**YC - Youth Council**