

**Workforce Investment Board of Merced County
Quality Assurance Committee
Dept of Workforce Investment (Large Conference Room)
1880 W. Wardrobe Ave, Merced, CA
August 27, 2004, 7:30-9:00 a.m.**



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

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1. Call to Order and Roll Call
 2. Approval of Agenda
 3. Approval of Minutes (July 30, 2004)
 4. Public Opportunity to Speak
 5. Information/Discussion
 - a. Worknet Leadership Team Update on Business Results (Category 7)..... Karyn Wiens
 - b. 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
 - c. 2004 Performance Measures Negotiations
 6. Action Agenda
 - a. Workforce Investment Board Strategic Scorecard
 7. Chair Comments
 8. Next Meeting Date/Time – September 24, 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
July 30, 2004, 7:30–9:00 a.m.
Meeting Minutes



Members Present: Brian Griffin, Albert Montejano (Chair), Ned Miller, Carole Roberds (Vice Chair), Terry Nichols, Steve Tinetti

Members Absent: Ernie Flores, Jeremiah Greggains, Helen Sullivan

Staff Present: Michelle Allison, Dave Cramer, Dave Davis, Dee Knight

1. Call to Order and Roll Call: At 7:32 a.m., the Chair called the meeting to order. A sign-in sheet was used in lieu of roll call.

2. Approval of Agenda: It was *M/S/C Roberds/Miller* to approve the agenda as published.

3. Approval of Minutes (June 25, 2004): It was *M/S/C Nichols/Montejano* to approve the June 25, 2004 minutes.

4. Public Opportunity to Speak: None.

5. Information/Discussion:

a. Worknet Employment Resource Center Management Tools:

1) Worknet Customer Service Data for June 2004: No comments.

2) Workforce Investment Act Summary for PY 2003/2004 – Participant Characteristics Summary: No comments.

3) 2003-2004 Preliminary Performance Measures: Staff noted the Older Youth Performance Measures are down, and the standard may not be met because of the 4 months when there was no provider. The state knows of the problems, and it is hoped no funding will be cut.

b. Worknet LT Update on Customer and Market Focus (Category 3): Ms. Michelle Allison provided a handout and gave an update on the progress of the Customer and Market Focus Workgroup. She noted the Department is sponsoring a Chamber Event on August 19, 2004, from 5:00-7:00 p.m., at the Worknet ERC, 1200 W. 16th Street, and the focus is business services.

The Day Pass Survey information process is currently being revised, and the workgroup is trying to develop a process to inform customers that their comments/recommendations are being heard. They will be linking Customer and Market Focus with the Strategic Plan.

c. LMI – Quick Look for June 2004: It was the consensus of the committee that this information does not reflect the current status of Merced County, but is valuable in writing grant applications. This report will be reviewed bimonthly.

d. Youth and Adult Credential Programs (Added): Staff noted WIA Performance Measures require credentialing for older youth, which is not being met. The Executive Committee has asked the Chair to give a report on credentialing at its meeting next month. Staff provided the Chair with the information to present. The Chair asked staff to also provide statistics on enrollment and/or program completion.

6. Action Agenda:

a. Workforce Investment Board Strategic Scorecard: The Chair noted he appreciated the help from those who have been meeting to complete the Strategic Scorecard matrix. There are only a few Measures/Indicators to complete. The following was decided:

1) Internal Operations/Organizational Effectiveness, Item 1.c., bullet 1 (Selected Industry Cluster/Occupations ...): How Often Review – Biannually; Responsible Committee – QA.

2) Internal Operations/Organizational Effectiveness, Item 1.c., bullet 2 (Quality Controls): Metric – Improve Scores; Method – Report; How Often Review – Annually; Responsible Committee – QA.

3) Internal Operations/Organizational Effectiveness, Item 1.c., bullet 3 (Productivity): Metric – Attain Performance Measures; Method – Report; How Often Review – Annually; Responsible Committee – QA.

4) Financial/Market Perspective, Item 1, all bullets (Expenditures): Metric – 80% Expended by End of Year; Method – Report; How Often Review – Monthly; Responsible Committee – Finance.

5) Financial/Market Perspective, Item 2.a. (Revenue/Resources (Grants)): Metric – Sources, Applications and # Received; Method – WI Report; How Often Review – Biannually; Responsible Committee – Program Planning and Development/Finance.

6) Financial/Market Perspective, Item 2.b. (Revenue/Resources (Entrepreneurial Ventures)): Metric – Number of Ventures/Opportunities & Challenges; Method – WI Report; How Often Review – Biannually; Responsible Committee – QA.

7. Chair Comments: The Chair noted the committee would meet on August 16, 2004, 7:30 a.m., in the Wardrobe Small Conference Room, to finalize the Strategic Scorecard.

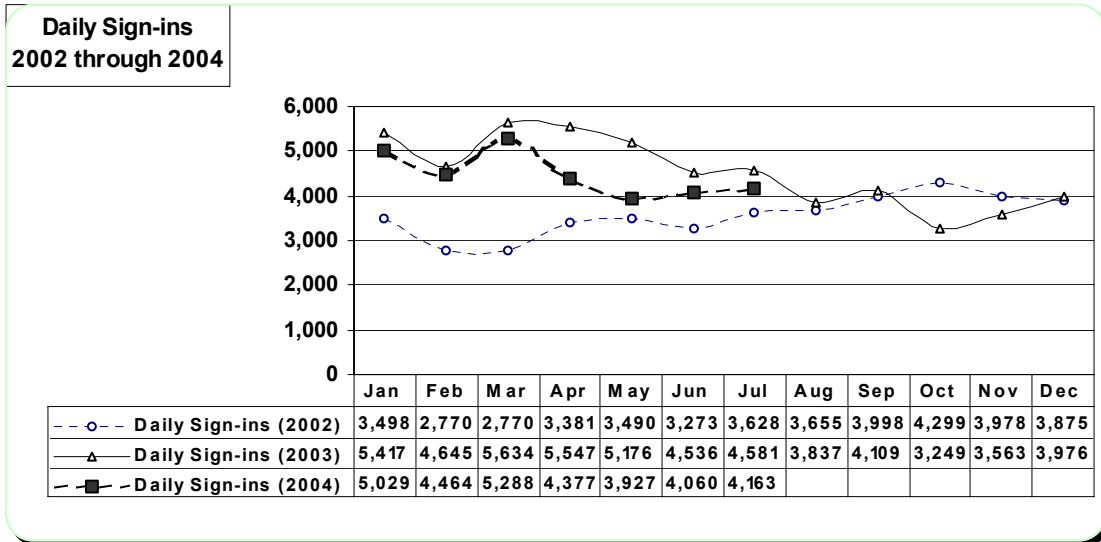
8. Next Regular Meeting Date & Time: August 27, 2004, 7:30 a.m., Dept of Workforce Investment Large Conference Room, 1880 W. Wardrobe Ave, Merced.

9. Other Comments: Staff noted the next WIB meeting will be September 28, 2004, 8-10:00 a.m., in Bldg “M” at MCOE, which will be a teleconference being facilitated by Mr. Gregg Newton. The Joint BOS/WIB will be October 26, 2004, 1:30 p.m., in the County Board of Supervisors Chambers.

10. Adjourn: Meeting adjourned at 9:04 a .m.

Minutes prepared by Dee Knight.

WorkNet Customer Service Data for July 2004



The following pages show charts and graphs of data collected from our Day Passes received from our customers during the month of July 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 July 2004, all locations recorded 4,163 sign-ins with 1,324 customers returning the Day Pass and 126 first time visitors. Afternoon was the most popular time for customers to use our services, with 738 customers. Morning received 387 responses from our customers. One hundred ninety-nine did not respond to this question.

Customer Employment Status

Of the 1,324 customers that returned the day pass, 0 said they are employed full-time; 0 responded with part-time employment; and 5 responded with temporary employment. Five hundred seventy-five customers responded with not employed. Seven hundred forty-four customers did not respond to this question.

How did you hear about us?

Returning customers complete this question during the first full week of July and then receive a shorten version of the Day Pass which excludes this question. Seven returning customers responded to this question with 2 responses of walk-in, 2 responses of CalWORKS, and 2 responses of newspaper ads. The next most frequent response was EDD with 1 response. Of the 126 first time visitors, 28 responded to this question. EDD was the most frequent response with 10 responses. Walk-in and Family/Friend with 6 responses each were the next most frequent response.

Customer Service Data for July 2004

Customer Satisfaction Question

For all locations, customer satisfaction questions received ratings between 9.81 and 9.90 with four of five questions receiving the highest rating of 9.90. There were no customers that rated our services with a five or less in the month of July.

How do our customers use our services?

In the month of July, our customers report using the computer most often with 1,062 responding to this question. Computer usage is broken out into five categories with CalJobs/Internet Job Search receiving the most responses (476); Resume/Cover Letter was second with 224 responses.

For non-computer related services, the Job Listing was the most often used service by our customers, with 362 responses. Telephone was the next most often used service with 255 responses.

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

Plato Lab (218)	Fax (204)	Copier (105)	Workshop (8)
Typewriter (6)	Resource Library (5)	Skills Certificate (5)	
Orientation (2)			

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

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

	Jul 03	May 04	Jun 04	Jul 04
Daily Sign-ins	4,581	3,927	4,060	4,163
Daily Questionnaires	2,235	1,458	1,507	1,324
First Visit	211	157	55	126

Customer Satisfaction

Courtesy of Staff	9.46	9.73	9.64	9.90
Time it took for staff to assist you	9.51	9.77	9.91	9.90
Did you get the information you needed	9.56	9.71	9.70	9.90
Were you satisfied with the services?	9.60	9.79	9.73	9.81
Did we help you today?	9.55	9.79	9.79	9.90

What did our customer use?

Computer	1,387	1,144	983	1,062
CalJobs/Internet Job Search	552	513	475	476
Resume/Cover Letter	261	160	235	224
Typing Practice	121	63	35	37
Typing Certificate	102	4	5	2
Career Exploration	79	37	67	23
Job Listing	376	191	262	362
Fax	388	175	142	204
Copier	317	112	108	105
Telephone	324	145	128	255
Typewriter	41	7	1	6
Resource Library	102	19	6	5
Skills Certificate	29	4	5	5
Plato Lab	322	224	394	218
Workshop	26	17	27	8
Orientation	26	10	12	2

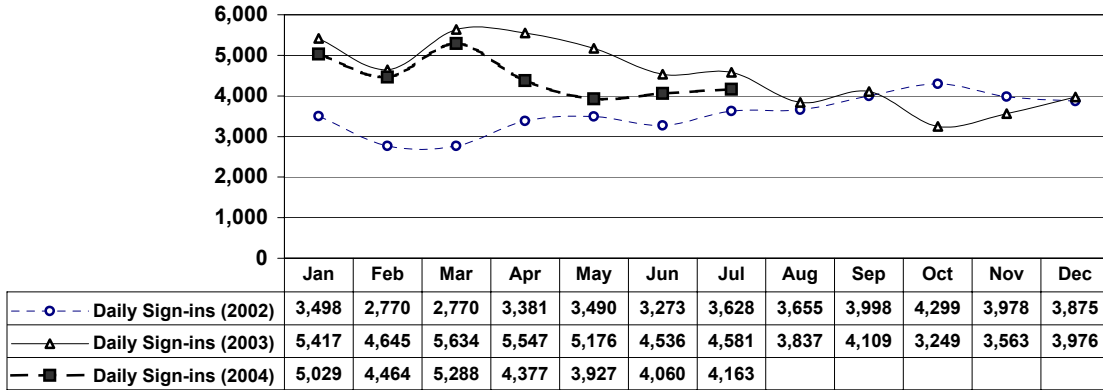
How did you hear about us?

Newspaper ad	8	25	0	2
Radio ad	1	1	0	0
Flyer/Brochure	0	5	0	0
Friend/Family	15	16	6	0
EDD	6	8	0	1
Merced Mall	0	0	0	0
Billboard	1	1	0	0
TV ad	0	0	0	0
Internet	0	8	0	0
Walk-in	12	20	11	2
CalWORKs	4	16	1	2
Phonebook	1	1	0	0

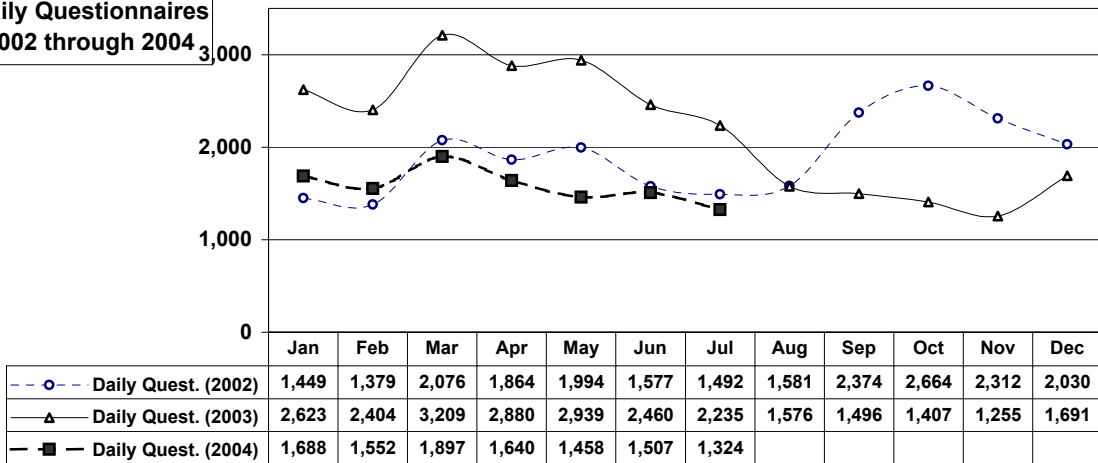
Marketing advertisements for July 2004.
 All Month: Radio Stations: KABX, KHPO, KYOS, KBRE
 07/1-3, 6-10, 13-17, 20-24/2004: Various Newspaper Ads
 Worknet Signs placed inside all Merced "The Bus" buses.

**WorkNet - Annual Comparison
2002 through 2004**

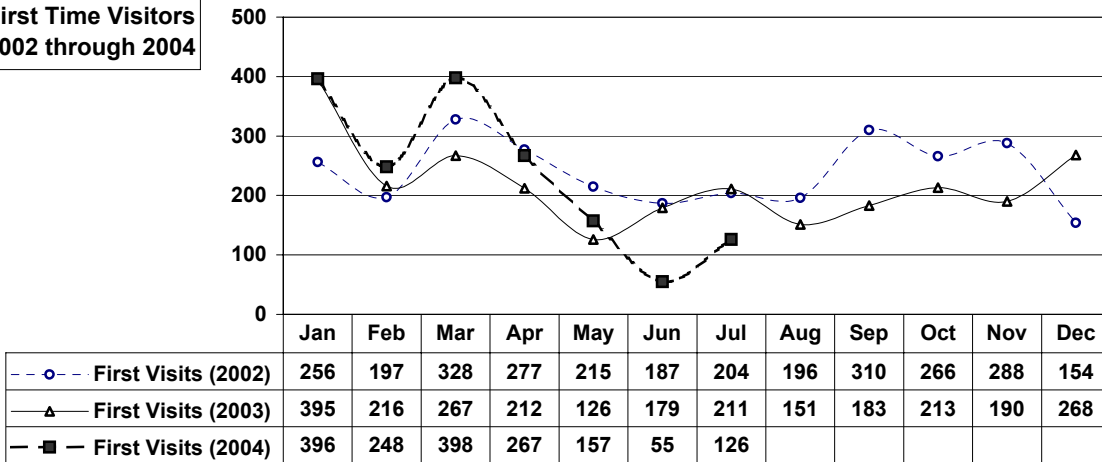
**Daily Sign-ins
2002 through 2004**



**Daily Questionnaires
2002 through 2004**



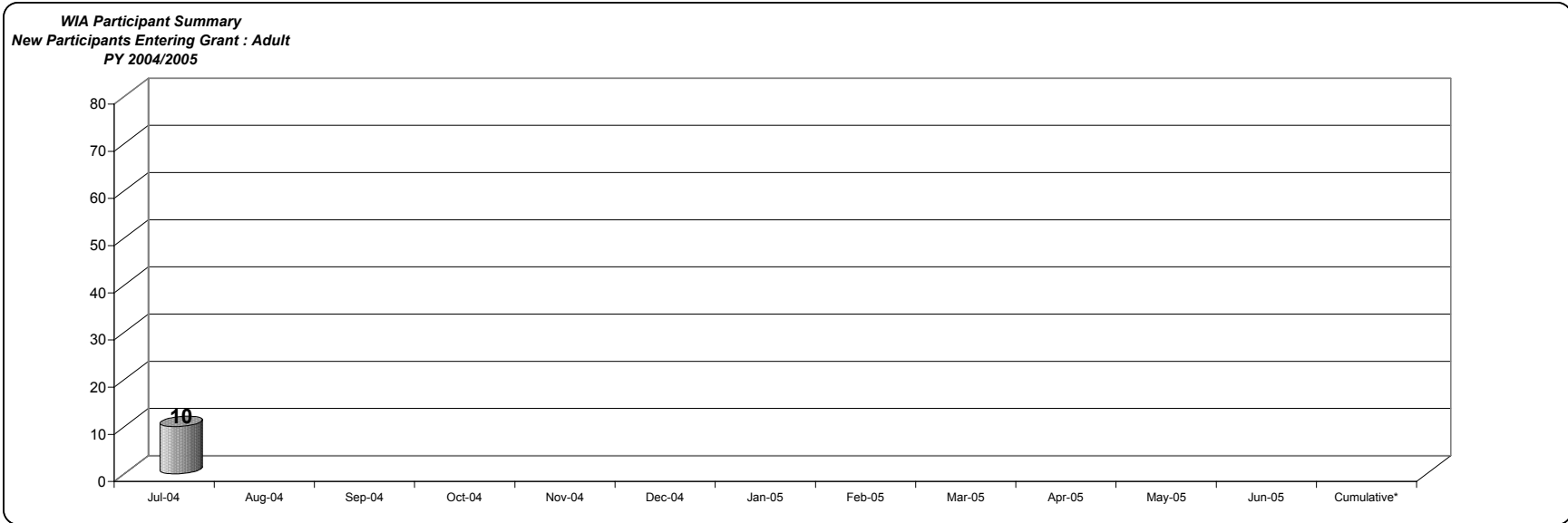
**First Time Visitors
2002 through 2004**



WIA PARTICIPANT SUMMARY REPORT - ADULT
PY 2004/2005
Report Range 07/2004 to 07/2004

	Adult												Part. Plan	
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Cumulative*	PY 03/04
Total Participants	150													783
Participants Carried In	140													423
New Participants Entering Grant	10													360
Total Participants Exiting WI														
Entered Unsubsidized Employment	0													160
Training Related	0													75
Entered Military Service	0													
Entered Qualified Apprenticeship Program	0													
Entered Post-Secondary Education	0													
Entered Advanced Training	0													
Attained Recognized Certificate/Diploma/Degree	0													
Attained High School Diploma/GED	0													
Returned to Secondary School (Youth Only)	0													
Exits Excluded from Performance	0													
Other Exits	0													60

Program Activities/Services Summary	Enrolled												PY 03/04	
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05		Cumulative*
Core Services (Registered)	149													515
Intensive Services	113													260
Training Services	68													100
Youth Services	0													
Concurrent Program Participants	9													
Individual Training Accounts	4													
Goals Set (Younger Youth Only)	0													

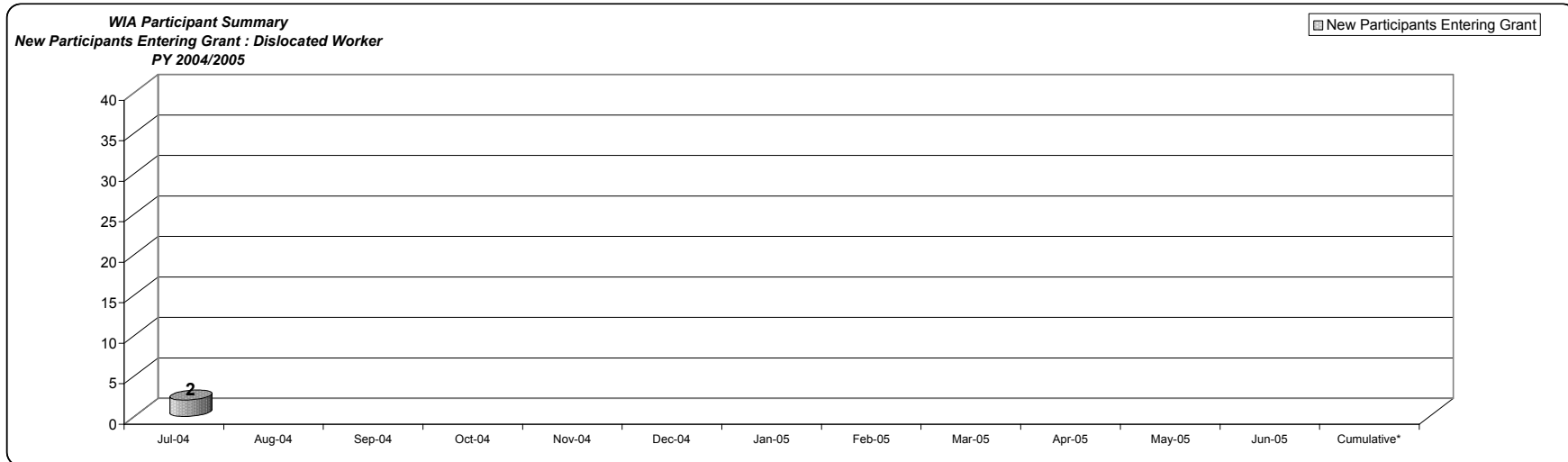


Monthly totals are produced on the 20th of the following month and are not updated on a monthly basis. Late data entry are not updated for previous months, see cumulative totals for current total.

WIA PARTICIPANT SUMMARY REPORT - DISLOCATED WORKER
PY 2004/2005
Report Range 07/2004 to 07/2004

	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Cumulative*	Part. Plan PY 03/04
Total Participants	89													671
Participants Carried In	87													251
New Participants Entering Grant	2													420
Total Participants Exiting WI														
Entered Unsubsidized Employment	0													120
Training Related	0													65
Entered Military Service	0													
Entered Qualified Apprenticeship Program	0													
Entered Post-Secondary Education	0													
Entered Advanced Training	0													
Attained Recognized Certificate/Diploma/Degree	0													
Attained High School Diploma/GED	0													
Returned to Secondary School (Youth Only)	0													
Exits Excluded from Performance	0													
Other Exits	0													60

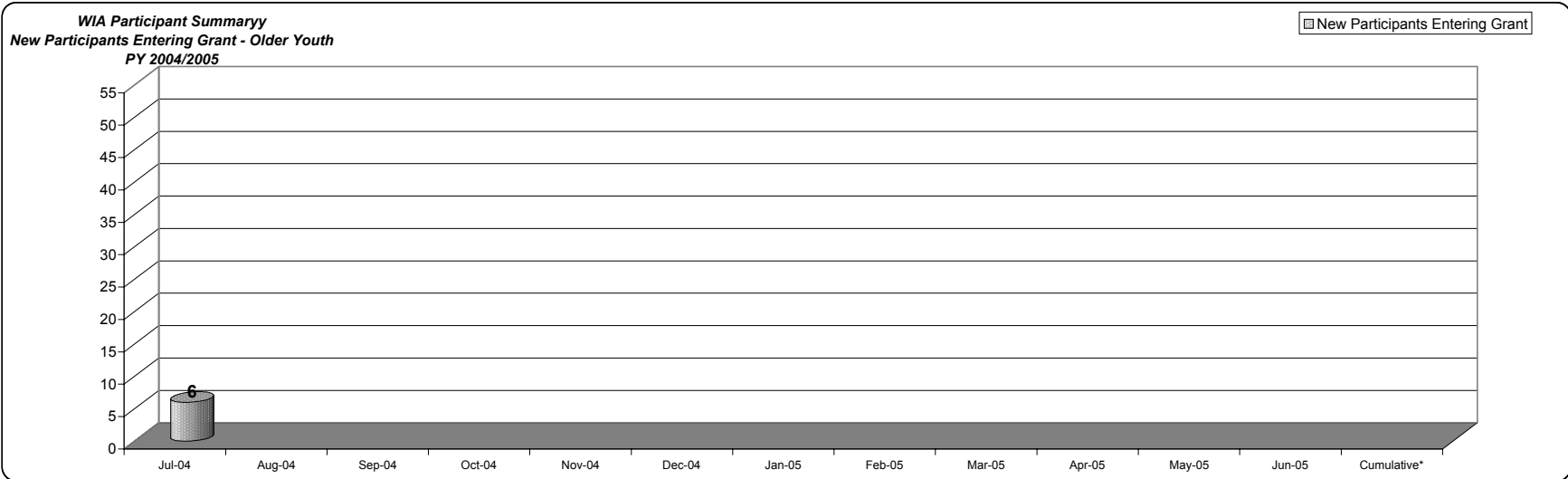
Program Activities/Services Summary	Enrolled														
Core Services (Registered)	89														500
Intensive Services	62														150
Training Services	30														80
Youth Services	0														
Concurrent Program Participants	13														
Individual Training Accounts	5														
Goals Set (Younger Youth Only)	0														



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WIA PARTICIPANT SUMMARY REPORT - OLDER YOUTH
PY 2004/2005
Report Range 07/2004 to 07/2004

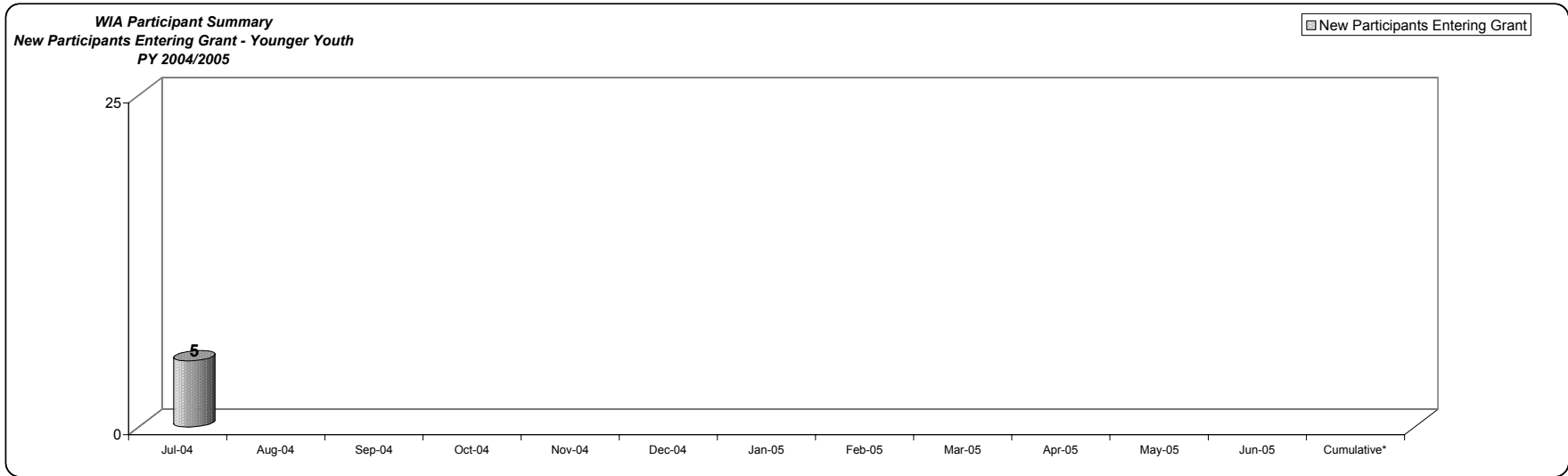
	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Cumulative*	Part. Plan PY 03/04
Total Participants	130													310
Participants Carried In	124													234
New Participants Entering Grant	6													76
Total Participants Exiting WI	15													
Entered Unsubsidized Employment	5													10
Training Related	4													5
Entered Military Service	0													
Entered Qualified Apprenticeship Program	0													
Entered Post-Secondary Education	1													5
Entered Advanced Training	0													
Attained Recognized Certificate/Diploma/Degree	4													
Attained High School Diploma/GED	0													
Returned to Secondary School (Youth Only)	0													
Exits Excluded from Performance	0													
Other Exits	9													60
Program Activities/Services Summary	Enrolled													
Core Services (Registered)	0													
Intensive Services	115													
Training Services	86													
Youth Services	118													
Concurrent Program Participants	94													
Individual Training Accounts	0													
Goals Set (Younger Youth Only)	0													



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WIA PARTICIPANT SUMMARY REPORT - YOUNGER YOUTH
PY 2004/2005
Report Range 07/2004 to 07/2004

	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Cumulative*	Participant Plan PY 04/05
Total Participants	455													900
Participants Carried In	450													618
New Participants Entering Grant	5													282
Total Participants Exiting WI	83													
Entered Unsubsidized Employment	6													80
Training Related	11													20
Entered Military Service	0													8
Entered Qualified Apprenticeship Program	0													0
Entered Post-Secondary Education	30													130
Entered Advanced Training	1													5
Attained Recognized Certificate/Diploma/Degree	78													
Attained High School Diploma/GED	77													450
Returned to Secondary School (Youth Only)	1													15
Exits Excluded from Performance	0													
Other Exits	82													40
Program Activities/Services Summary	Enrolled													
Core Services (Registered)	0													
Intensive Services	82													
Training Services	71													
Youth Services	449													
Concurrent Program Participants	334													
Individual Training Accounts	0													
Goals Set (Younger Youth Only)	12													



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Code	Description	Adult		Youth		Dislocated Worker		Totals		Grand Total
		New	Carry Over	New	Carry Over	New	Carry Over	New	Carry Over	
CORE B	10 FOLLOW UP SRVCS CNSLNG	1	36				31	1	67	68
	11 STAFF ASSIST JOB DEVELOP	3	3				1	3	4	7
	12 STAFF ASSIST JOB REFER	1	12				10	1	22	23
	13 STAFF ASSIST JOB SRCH		38				32		70	70
	14 STAFF ASSIST WRKSHP									
	15 OTHER CORE SERVICES	3	8			1	1	4	9	13
	16 NON WIA FUNDED SERVICES									
17 CO-ENROLLED CORE SERVICES										
INTENSIVE	30 CASE MGMT FOR PARTIC	4	41	10	150		14	14	205	219
	31 COMPREHENSIVE ASSESSMNTS	5	10			1	1	6	11	17
	32 DEVELOP INDIV EMPL PLAN	5	10	1		1	1	7	11	18
	33 GROUP COUNSELING									
	34 EMPL EXPERIENCE			1	20			1	20	21
	35 INDIV CNSLNG CAREER PLAN				3				3	3
	36 OUT OF AREA JOB SEARCH									
	37 RELOCATION EXPENSES									
	38 SHORT TERM PREVOC SRVCS		2						2	2
	39 INTERNSHIPS									
	40 OTHER INTENSIVE SRVCS						1		1	1
	41 NONWIA FUND INTENS SRVCS									
42 CO-ENROLLED INTENSIVE SRVCS										
TRAINING	50 ADULT EDUCATION			2	14			2	14	16
	51 CUSTOMIZED TRAINING									
	52 ENTREPRENEURIAL TRAINING				8				8	8
	53 JOB READINESS TRAINING			1	16			1	16	17
	54 OCCUP SKILLS TRAINING	1	39	4	36		7	5	82	87
	55 ON THE JOB TRAINING	2	8				3	2	11	13
	56 PRIVATE SECTOR TRAINING									
	57 SKILL UPGRADNG RETRNG									
	58 WRKPLCE TRNG AND COOP ED									
	59 OTHER TRAINING SRVCS									
	60 NON-WIA FUNDED TRNG SRVCS	1	19			1	14	2	33	35
61 CO-ENROLLED TRAINING SRVCS										
YOUTH	70 SUMMER RELATED									
	71 EDUCATNL ACHVMNT SRVCS			11	383			11	383	394
	72 EMPLOYMENT SERVICES				332				332	332
	73 CITIZEN LEADERSHIP SRVCS				1				1	1
	74 OTHER YOUTH SERVICES									
	75 NONWIA FUNDED YOUTH SRVCS									
	76 CO-ENROLLED YOUTH SRVCS									
MISC.	80 OTHER JTPA									
	81 SUPPORTIVE SERVICES	3	83	2	25	1	34	6	142	148
	82 NEEDS RELATED PAYMENT									
	83 BREAK IN SERVICE		1						1	1
	84 NON-WIA FUNDED MISC									
	85 CO-ENROLLED MISCELLANEOUS									
	86 BRK IN SERV - HEALTH/MED		1						1	1
	TOTAL	29	311	32	988	5	150	66	1449	1515

WIA Participant Characteristics Summary

Report Period: 7/2004 to 7/2004

Data as of: 08/20/2004

	Adult		Dislocated Workers		Older Youth		Younger Youth		All Programs	
	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Tot.	Enrolled	% of Total
Total Participants	150	100.0%	89	100.0%	130	100.0%	455	100.0%	824	100.0%
Gender										
Female	110	73.3%	50	56.2%	78	60.0%	244	53.6%	482	58.5%
Male	40	26.7%	39	43.8%	52	40.0%	211	46.4%	342	41.5%
Age										
14 - 18	2	1.3%	0	0.0%	0	0.0%	455	100.0%	457	55.5%
19 - 21	23	15.3%	0	0.0%	130	100.0%	0	0.0%	153	18.6%
22 - 29	45	30.0%	26	29.2%	0	0.0%	0	0.0%	71	8.6%
30 - 44	66	44.0%	34	38.2%	0	0.0%	0	0.0%	100	12.1%
45 - 54	9	6.0%	21	23.6%	0	0.0%	0	0.0%	30	3.6%
55 - 61	5	3.3%	7	7.9%	0	0.0%	0	0.0%	12	1.5%
62 - 64	0	0.0%	1	1.1%	0	0.0%	0	0.0%	1	0.1%
65 and Older	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Race/Ethnicity										
America Indian/Alaskan Native	3	2.0%	2	2.2%	0	0.0%	1	0.2%	6	0.7%
Asian	16	10.7%	5	5.6%	25	19.2%	86	18.9%	132	16.0%
Black/African American	13	8.7%	9	10.1%	15	11.5%	27	5.9%	64	7.8%
Hawaiian Native/Other Pacific Islander	3	2.0%	1	1.1%	0	0.0%	7	1.5%	11	1.3%
White	60	40.0%	35	39.3%	17	13.1%	56	12.3%	168	20.4%
Ethnicity Hispanic or Lation	61	40.7%	39	43.8%	74	56.9%	286	62.9%	460	55.8%
Veterans Status										
Total Veterans	8	5.3%	10	11.2%	0	0.0%	0	0.0%	18	2.2%
Campaign Veteran	6	4.0%	8	9.0%	0	0.0%	0	0.0%	14	1.7%
Disabled Veteran	2	1.3%	1	1.1%	0	0.0%	0	0.0%	3	0.4%
Recently Separated Veteran	2	1.3%	2	2.2%	0	0.0%	0	0.0%	4	0.5%
Spouse of Veteran	1	0.7%	1	1.1%	0	0.0%	0	0.0%	2	0.2%
Labor Force Status										
Employed	66	44.0%	6	6.7%	15	11.5%	18	4.0%	105	12.7%
Unemployed	84	56.0%	81	91.0%	115	88.5%	435	95.6%	715	86.8%
Public Assistance Status										
TANF	9	6.0%	2	2.2%	12	9.2%	127	27.9%	150	18.2%
GA, RCA, or SSI	2	1.3%	2	2.2%	3	2.3%	35	7.7%	42	5.1%
Pell Grant Recipient	14	9.3%	4	4.5%	6	4.6%	3	0.7%	27	3.3%
Food Stamps	26	17.3%	10	11.2%	21	16.2%	157	34.5%	214	26.0%
Education Status										
Student, High School or Less	2	1.3%	1	1.1%	1	0.8%	368	80.9%	372	45.1%
Student, Attending Post High School	45	30.0%	9	10.1%	7	5.4%	3	0.7%	64	7.8%
Out-of-School, High School Dropout	5	3.3%	3	3.4%	23	17.7%	17	3.7%	48	5.8%
Out-of-School, High School Grad, with Employ Difficulty	32	21.3%	32	36.0%	96	73.8%	66	14.5%	226	27.4%
Out-of-School, HSG, No Employ Diff. (Counted as In-School)	66	44.0%	44	49.4%	3	2.3%	1	0.2%	114	13.8%
Unemployment Insurance Status										
UI Claimant	13	8.7%	64	71.9%	5	3.8%	2	0.4%	84	10.2%
UI Exhaustee	4	2.7%	13	14.6%	2	1.5%	0	0.0%	19	2.3%
Barriers To Employment										
Disabled	5	3.3%	2	2.2%	5	3.8%	63	13.8%	75	9.1%
Limited Eng. Proficiency	2	1.3%	1	1.1%	11	8.5%	53	11.6%	67	8.1%
Single Parent	34	22.7%	16	18.0%	18	13.8%	11	2.4%	79	9.6%
Worker Profiling/Reemployment Services Referral	1	0.7%	3	3.4%	0	0.0%	0	0.0%	4	0.5%
Low Income	71	47.3%	40	44.9%	128	98.5%	423	93.0%	662	80.3%
Displaced Homemaker	0	0.0%	0	0.0%	1	0.8%	0	0.0%	1	0.1%
Offender	5	3.3%	7	7.9%	10	7.7%	27	5.9%	49	5.9%
Homeless	0	0.0%	1	1.1%	9	6.9%	6	1.3%	16	1.9%
Runaway Youth	0	0.0%	0	0.0%	4	3.1%	5	1.1%	9	1.1%
Pregnant/Parenting Youth	0	0.0%	0	0.0%	24	18.5%	22	4.8%	46	5.6%
Youth Needing Additional Assistance	0	0.0%	0	0.0%	125	96.2%	449	98.7%	574	69.7%
Basic Literacy Skills Deficient	33	22.0%	36	40.4%	126	96.9%	428	94.1%	623	75.6%
Substance Abuse	1	0.7%	0	0.0%	2	1.5%	13	2.9%	16	1.9%
Foster Youth	0	0.0%	0	0.0%	1	0.8%	10	2.2%	11	1.3%

TO: WIB Quality Assurance Committee

DATE: 8/27/04

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: 2003-2004 Performance Measures Negotiations

PROPOSED MOTION(S): Information Only

DISCUSSION: The Department of Workforce Investment, through an email from the state, received the final proposed goals. A response was requested by the state, due August 4, 2004, if there was additional information or data that the Merced Workforce Investment Area could provide. The Ad Hoc Negotiation Committee was emailed the information on August 2, 2004, and noted that there was no additional information that could be provided to the state that would lower the goals, thus no response was required to the state.

Performance Measure Preliminary Goal (WIAD03-13, May 25,2004)

[A] Local Area Request

[B] State's Final goals

[C] Success Rate (as of 3/31/2004)

	A	B	C
Adult Entered Employment %	65.0	72.0	98.48
Adult Earnings Change	\$3,400	3,400	262.65
Adult Retention %	72.0	79.0	113.17
DW Entered Employment %	70.0	75.4	99.87
DW Earnings Replacement %	88.0	96.0	128.34
DW Retention %	81.0	85.2	110.22
OY Earnings Change \$	2,400	2,960	97.94
OY Entered Employment %	55.0	56.8	93.84
OY Retention %	69.0	70.1	102.71
YY Skill Attainment %	74.0	78.7	114.49
YY Retention %	42.0	53.8	152.79

ATTACHMENT(S): N/A

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

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

<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 	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"> Obligations Accruals (Expenses) Encumbrances By funding source By service Plan vs. Actual 	80% Expended by End of Year	Fiscal Reports	Monthly	Finance
<p>2. Revenue & 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

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

Measurement Category: Learning and Innovation

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
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