

TO: WIB Quality Assurance Committee

DATE: 09/24/04

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: WIB Strategic Scorecard

PROPOSED MOTION(S): To approve the Measurement categories assigned to the Quality Assurance Committee and to approve the overall Scorecard.

DISCUSSION: The Merced County Workforce Investment Board Strategic Scorecard has been completed and is now being reviewed by each committee. Once all applicable committees have reviewed the scorecard it will be sent to the WIB for approval.

The Executive Committee has not formally reviewed the scorecard, but they were provided the scorecard during their August meeting and voiced approval.

ATTACHMENT(S):

WIB 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				
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	QA & BSU
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 (in development))	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 compared to previous year # Of Written	Meetings with Legislators Written Communication with	Biannually	Executive

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

	<p>Communications compared to previous year</p> <p>Voting record of Legislators</p> <p>Positive impact to Support Local Control</p> <p>Stable or increased WIA Funding</p>	<p>Legislators (requesting a response from them)</p> <p>Invitations to WIB Meetings</p> <p>Invitations to Worknet, i.e., for a tour, Chamber Mixer, etc.</p>		
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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

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

<ul style="list-style-type: none"> • Monitoring • Youth Quarterly Program Reports 	Zero Findings	EDD Monitoring WI Monitoring	Annually Biannually	QA
Out-of-School Youth	Acceptable Progress based on contract timeline	Report from MCOE	Quarterly	YC
Younger Youth	Acceptable Progress based on contract timeline	Report from MCOE	Quarterly	YC
c. Resources are Allocated Appropriately:				
<ul style="list-style-type: none"> • Pilot Program in a specific Industry cluster (offering career ladders or move up strategy) 	Review results of training job and placements in the industry	Identify and select an Industry cluster	Biannually	PP&D
<ul style="list-style-type: none"> • Quality Controls 	Improved Scores	Customer Satisfaction Data	Yearly	QA
<ul style="list-style-type: none"> • Productivity 	Attainment	Performance Measures	Yearly	QA

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 	80% Expended by End of Year	Fiscal Reports	Monthly	Finance

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

2. Revenue & Resources:				
a. Grants	#s Applied for and Source #s Received and \$\$ Amounts	WI Report	Biannually	Finance
b. Revenue Generation	# of Sources Amount of \$\$	WI Report	Biannually	Finance

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 Lost	Reports by MCEDCO, BEO and EDAC. Reports on Rapid Response activity	Quarterly	PP&D
c. Workforce Housing	# of New Units Built # of building permits issued for workforce housing	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**