

TO: WIB Executive Committee

DATE: 10/25/04

FROM: Quality Assurance Committee

For Action

For Information

For Discussion

SUBJECT: WIB Strategic Scorecard /Goals

PROPOSED MOTION(S): Approve the WIB Strategic Scorecard and discuss progress on the WIB Goals.

DISCUSSION: The WIB has three major goals and has chosen to develop a balanced strategic scorecard to monitor progress in the achievement of those goals. During July and August the Quality Assurance Committee met as an Ad Hoc Committee and during regular Committee meetings to create a scorecard that will evaluate fundamental performance areas vital to WIB success, and to create a set of measures for each of the areas. The draft scorecard was completed and then presented to each of the WIB's committees for approval and/or modification. The completed plan is now presented to the Workforce Investment Board Executive Committee for approval.

Goal #1 Train and attract adaptable workers to fill industry needs.

Goal #2 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 #3 Become an active advocacy voice and take political action on workforce development issues at the local, state, and national levels.

ATTACHMENT(S): 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 (Coordinated with Econ. Dev., Chambers, etc and conducted during regular visit with employer & include WIB members)	Annually	QA & BSU
b. Are the Right Industries Targeted • Economic Development Targeted Industries • Growth Industries	Compare targets and adjust industry focus, if necessary	Review Industries adopted from the 2003 MCEDSP and LMI (Growth Industries & Early Warning Data (in development))	Biannually	PP&D & the Economic Development Action Team

<p>2. Job Seeker Customer Satisfaction</p> <p>a. Job Seeker Needs Are Being Met</p> <p>b. Input from Customers Is Used To Improve Services</p>	<p>90%</p> <p>Rating to meet or exceed</p>	<p>Worknet Day Pass</p> <p>Benchmark to similar service organizations</p>	<p>Monthly</p> <p>Biannually</p>	<p>QA</p> <p>QA</p>
<p>3. Workforce Development Advocacy/Awareness</p>	<p># Of Face to Face Meetings compared to previous year</p> <p># Of Written 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>Meetings with Legislators</p> <p>Written Communication with 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>	<p>Biannually</p>	<p>Executive</p>

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 <ul style="list-style-type: none"> Out-of-School Youth Younger Youth <p>c. Resources are Allocated Appropriately:</p>	<p>Planned vs. Actual</p> <p>Participants vs. Merced Co. Demographics</p> <p>Attain 80% level on Goals</p> <p>Zero Findings</p> <p>Zero Findings</p> <p>Acceptable Progress based on contract timeline</p> <p>Acceptable Progress based on contract timeline</p>	<p>Participant Reports</p> <p>Participant Reports</p> <p>Performance Reports</p> <p>County Audit</p> <p>EDD Monitoring WI Monitoring</p> <p>Report from MCOE Contract Compliance</p> <p>Report from MCOE Contract Compliance</p>	<p>Monthly</p> <p>Biannually</p> <p>Quarterly</p> <p>Annually</p> <p>Annually Biannually</p> <p>Quarterly</p> <p>Quarterly</p>	<p>QA</p> <p>QA</p> <p>QA</p> <p>QA</p> <p>QA</p> <p>QA</p> <p>YC</p> <p>YC</p>

<ul style="list-style-type: none"> • Pilot Program in a specific Industry cluster (offering career ladders or move up strategy) • Quality Controls • Productivity 	Review results of training job and placements in the industry	Identify and select an Industry cluster	Biannually	PP&D
	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
1. Expenditures including: <ul style="list-style-type: none"> • Obligations • Accruals (Expenses) • Encumbrances • By funding source • By service • Plan vs. Actual 	80% of Current Year Allocation Obligated by End of the Year 70% Expended of Available Funds (Carryover plus Allocation) by the End of the Year	Fiscal Reports	Monthly	Finance

2. Revenue & Resources:				
a. Grants	#s Applied for and Source	WI Report	Quarterly	Finance
	#s Received and \$\$ Amounts	WI Report	Quarterly	Finance
b. Revenue Generation	# of Sources and Amount of \$\$	WI Report	Quarterly	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	Reports by MCEDCO, BEO and EDAC.	Quarterly	PP&D
	Jobs Lost	Reports on Rapid Response activity		

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