

Workforce Board Self-Assessment Survey

September 2001

Leadership

The workforce board leadership has clearly communicated the board's vision, mission and goals so that as a board member, I understand them.

Average Score 2.3 Don't Know Responses 0

The board's vision, mission and goals are often referred to at meetings as the board carries out its business.

Average Score 2.0 Don't Know Responses 0

I am satisfied that our board is positioned to identify and address the key workforce issues in our area.

Average Score 2.2 Don't Know Responses 0

Our board engages local elected officials in key decision making.

Average Score 2.3 Don't Know Responses 0

The board chair and chief executive officer (CEO) have established an environment that encourages, supports, empowers and reinforces the contributions of board members and other stakeholders.

Average Score 2.5 Don't Know Responses 3

The board is seen in the community as a leading authority on workforce development needs and as an important source of information about the labor market.

Average Score 1.8 Don't Know Responses 2

Local workforce development service agencies see the board as a neutral broker representing the needs of employers.

Average Score 2.0 Don't Know Responses 8

Composite Score 2.1 Total Don't Knows 13 8.07%

Strategic Planning

The board's strategic plan is related to the community's overall economic development strategies.

Average Score 2.4 Don't Know Responses 2

The board's strategic plan is directly related to the board's mission and organizational goals.

Average Score 2.6 Don't Know Responses 2

The board has a strategic-planning process that includes key community workforce development stakeholders and customers.

Average Score 2.4 Don't Know Responses 2

Our strategic plan is being developed based on data about local demographics, key employer needs and existing training program capabilities.

Average Score 2.5 Don't Know Responses 3

Our strategic plan is being developed with input from the provider and 'partner' agencies who will carry out the plan's objectives.

Average Score 2.5 Don't Know Responses 3

The strategic plan includes objectives that relate to the specific role, activities and 'value added' of the board itself.

Average Score 2.0 Don't Know Responses 5

I am satisfied with the personal contribution I am making to the board's strategic-planning process.

Average Score 2.0 Don't Know Responses 0

Composite Score 2.3 Total Don't Knows 17 10.63%

Customer Focus

I am satisfied that the board has correctly identified our customers and their expectations for the board and for the workforce development system.

Average Score 2.2 Don't Know Responses 1

The board regularly seeks out the opinions of jobseekers, employers, elected officials, program agencies, board members and staff about the work of the board and the workforce development system.

Average Score 2.0 Don't Know Responses 4

I am aware of how the board uses customer feedback to improve our products and services.

Average Score 1.7 Don't Know Responses 4

The board has a communications plan to market and promote workforce development activities and programs to its customers.

Average Score 2.2 Don't Know Responses 4

The board ensures that its one-stop operators and service provider agencies measure and address customer satisfaction concerns.

Average Score 2.3 Don't Know Responses 4

Composite Score 2.1 Total Don't Knows 17 14.91%

Information and Analysis

The board analyzes available workforce data, employer information and training provider capacity as part of its strategic-planning process.

Average Score 2.5 Don't Know Responses 5

The board consults with technical and professional experts before making decisions.

Average Score 2.2 Don't Know Responses 6

The board consults with 'affected parties' before making decisions.

Average Score 2.2 Don't Know Responses 3

The board secures and analyzes relevant information before making decisions regarding:

Issues that it brings forward to the community.

Average Score 2.3 Don't Know Responses 4

Chartering one-stop operators.

Average Score 2.4 Don't Know Responses 5

Accountability of one-stop partners.

Average Score 2.2 Don't Know Responses 5

Selection of youth program providers.

Average Score 2.3 Don't Know Responses 4

Approval of eligible service providers.

Average Score 2.3 Don't Know Responses 4

I am satisfied with the data that the board collects and utilizes to track 'continuous improvement' in the local workforce development system.

Average Score 1.9 Don't Know Responses 6

I am satisfied that our board examines the long term economic development trends, employment opportunities and population demographics of our area.

Average Score 2.3 Don't Know Responses 1

Composite Score 2.3 Total Don't Knows 43 18.70%

Process Management

I can see how the day-to-day activities of the board relate to its overall vision, mission and goals.

Average Score 2.1 Don't Know Responses 1

The board has a process in place to examine the ongoing activities and programs of service providers to see if they are following the objectives set down in the board's strategic plan and to support and encourage them to do so.

Average Score 2.1 Don't Know Responses 6

The board has engaged local elected officials and obtained their endorsement of our mission and work.

Average Score 2.6 Don't Know Responses 2

The board has a management process that establishes accountability for the activities of the board and its individual members.

Average Score 1.9 Don't Know Responses 3

The board's committee and staffing structure and its operating procedures are helpful in supporting the work of the board.

Average Score 2.4 Don't Know Responses 1

I am satisfied that the board has a systematic mechanism for communicating the board's goals and activities to the public.

Average Score 1.9 Don't Know Responses 2

The board is positioned to work with state and/or national leaders regarding the development of a quality workforce system.

Average Score 2.2 Don't Know Responses 5

Composite Scores 2.2 Total Don't Knows 20 12.99%

Measurable Results

I am aware of the measures the board uses to judge the performance of the workforce development system and to ensure that it is in keeping with the goals of the strategic plan.

Average Score 2.0 Don't Know Responses 2

I am aware of the measures the board uses to judge the satisfaction of customers with services received from agencies and program providers overseen by the board.

Average Score 1.9 Don't Know Responses 3

The board analyzes current and past performance data and information to assess and understand the overall performance of the local workforce development system

Average Score 2.1 Don't Know Responses 2

The board effectively oversees the public funds for which it is responsible.

Average Score 2.2 Don't Know Responses 2

The board examines the activities of other boards in order to provide benchmarks for its own work.

Average Score 1.9 Don't Know Responses 7

I am satisfied that the board is making a valuable contribution to the local workforce development system.

Average Score 2.3 Don't Know Responses 0

Composite Score 2.1 Total Don't Knows 16 12.12%

The Board's Own Human Resources

I understand my responsibilities as a board member.

Average Score 2.6 Don't Know Responses 0

The board's initial orientation and subsequent membership development activities have provided me with useful and relevant information regarding the work of the board.

Average Score 2.4 Don't Know Responses 0

I feel that board meetings are well organized and conducive to meaningful and relevant discussion.

Average Score 2.3 Don't Know Responses 0

I clearly understand the board's governance process and the expectations of our chair and CEO.

Average Score 2.4 Don't Know Responses 0

I feel the chair exercises good leadership in the management of meetings.

Average Score 2.6 Don't Know Responses 0

I feel the chair exercises good leadership in managing the relationship between the board and its CEO.

Average Score 2.6 Don't Know Responses 3

I actively help identify and recruit new business and community members to serve on the board.

Average Score 1.9 Don't Know Responses 0

I am satisfied with my knowledge of the work of the board.

Average Score 2.0 Don't Know Responses 0

I am satisfied with my own participation on board committees.

Average Score 2.2 Don't Know Responses 0

I am satisfied with the overall contribution I am making to the mission of the board.

Average Score 2.1 Don't Know Responses 0

Composite Scores 2.3 Total Don't Knows 3 1.36%

Survey Average Score
2.2

Survey Total Don't Knows
129 11.02%

Write-In Responses

I think that our board performs very well in the following area(s):

Organization of meetings; agendas & background information; moving the agenda; training for new members; 'getting the big Picture' in workforce development in our community.

- 1) Youth council
- 2) Is very concerned to address the issues.
- 3) Wants to be a leader in the state WIB boards.

policy administration
data research & analysis
youth committee

Youth Development and system building.
Special labor market needs

Youth Activities, Certification

Involvement of key people in the community
Division of labor by subcommittees
Online listing of agendas and minutes
Initial visioning and strategic planning process

I believe that our board has a very good handle on the county's economic and workforce problems. I also believe that the board tries to fund programs that will encourage workforce development in areas where there are labor shortages.

Trying to address the employment and training needs of Merced County residents.

Got moving. Gave PITD room to run. Are actively trying to understand the problem and address it.

The sharing of needed information between committees.

Complete agendas with appropriate back-up material.
Information provided well in advance of meetings
Effective information sharing and decision making processes.
Appropriate presentations.
Workable committee structure and production.

Providing the Annual Plan, Addressing areas in need of improvement, establishing goals for the board and system.

Supporting youth programs and education for Merced's youth population

Material information handed out.

Broad-based; has County infrastructure behind it. Allows adequate discussion on issues. Uses its committee structure.

I think that our board needs improvement in the following area(s):

This board is large and unwieldy. We have several representatives that overlap on the required representation on the board. It needs to be streamlined. Also some members seem to pursue personal agendas to the detriment of getting things accomplished. There is much discussion and nitpicking that could be improved if members took it upon themselves to be better informed.

- 1) Needs to get more private industry involvement.
- 2) Make sure everyone knows the goals and how to go about helping to achieve.

looking for local resources rather than paying \$\$ for outside firms.

Business services

Getting our message to the employers and general public

It's hard to get the entire WIB Board together. Everyone is so busy.

I believe that the board continues to have growing pains as a result of the new legislation. Large groups make it difficult to take action quickly. We frequently have to reeducate new members, which can slow the process down.

Governance, participation on committees, identifying those most in need, and marketing the available services to the public.

More involvement by members, spend more effort or bail.

where we are compared to other boards. □ how we inform the public of who we are and what we can do for them.

More information on Youth Council activities. □ Clear, understandable, financial information.

WIB members need to visit the one-stop and other work areas more often.

Needs to make contacts with business owners and leaders more often. Promote more training facilities in Merced County.

I think we need our short term ex 1 yr goals identified and listed at each board meeting. Also goals over 1 yr listed. We need to look at our goals at the board meetings. Also need to indicate when we have completed one of our goals. I

A liability may be the County infrastructure! More orientation about goal and objectives of WIB.

Any other comments:

Under the WIA things are much more complex than under JTPA. I think our board and the staff to the WIB are doing the best they can. I think Merced has done pretty well for the first year of a 'new world order'. We can do better, but it takes time and the learning curve is steep for some members.

There are a lot of very dedicated persons working with the board, and they contribute a lot. Others try to fit in the time to contribute to the good of the board and goals. Like myself I try to get involved as much as possible, but feel that I could and should do better.

Note that the Merced Board is moving forward to a more strategic role in the development of the workforce system.

I believe that our board is making an earnest and comprehensive attempt of developing an active board that fulfills the legal intent of such boards.

The reports that we received in the past were sometimes overly detailed, but they gave us an idea of what was going on in terms of budget and numbers of participants. I think it might be helpful to have updates every six months that provide updates on key items such as: current participants/providers, the number of participants in each activity/program, and the funding status for key programs. It would be good to know which programs are going well and which ones are having problems--not as a way to start witch hunts, but as a way to help us plan for future activities. For example, I keep hearing comments that the Arbor program is going very poorly. I don't know if this is true or not. If so, is there anything the WIB can do to help (or subcommittees of the WIB)? What implications does this have for future youth programs?

Given the current WIA legislation and imperfect system, I think that we are doing no worse or no better than other WDAs, but is that enough??!!

Perhaps my expectations are too high, yet, I am in the process of evaluating whether or not to continue my participation. The board seems too large and cumbersome to accomplish many of the things that I thought we set out to accomplish. Additionally, there exist in the county several groups similar to the WIB. Would it not serve the ultimate goal to rally all of these groups into one entity?

Need more broad based education of board members as to goals and available avenues to address.

None

I feel committee meetings should be held more often as well as the full WIB

Our WIB board is on the right track for Merced County. Merced has a bright future ahead of them. Let us reach out and grab the opportunity that lies ahead!

I sometimes feel we are just very busy in our meetings. I would like to see our accomplishments identified.

I am a very new board member. I had no orientation. The Board is "very" big and I'm uncertain that it functions effectively because of its size. I said I wanted participation in a committee, but I have received no information that I am on a committee.

Workforce Investment Board Survey Results

23 Members Responded

Scoring Interpretations

An average score of greater than 2.5 usually means that members feel the board's performance in this area is strong; and that the board is meeting their expectations.

Scores between 2.0 and 2.5 indicate members feel that the board's performance is adequate and acceptable, but not outstanding.

Scores below 2.0 usually indicate that members are dissatisfied with the board's performance in that area. These items warrant special attention when the board discusses the results of the self-assessment exercise.

A high number of "Don't Know" responses can indicate a need for better communication among board members and staff. It can also point to the need for better initial orientation and ongoing education about the work of the board.

Summary Results

Leadership

Composite Score	2.1	Total Don't Knows	13	8.07%
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Strategic Planning

Composite Score	2.3	Total Don't Knows	17	10.63%
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Customer Focus

Composite Score	2.1	Total Don't Knows	17	14.91%
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Information and Analysis

Composite Score	2.3	Total Don't Knows	43	18.70%
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Process Management

Composite Scores	2.2	Total Don't Knows	20	12.99%
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Measurable Results

Composite Score	2.1	Total Don't Knows	16	12.12%
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The Board's Own Human Resources

Composite Scores	2.3	Total Don't Knows	3	1.36%
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Total Survey Results

Survey Average Score		Survey Total Don't Knows		
2.2		129		11.02%

Complete Survey Results Are On The Following Pages