

TO: WIB Quality Assurance Committee

DATE: 11/04/05

FROM: WIB Staff

For Action

For Information

For Discussion

SUBJECT: Workforce Investment Board (WIB) Strategic Scorecard

PROPOSED MOTION(S): Review and discuss those measures assigned to Quality Assurance through the WIB Strategic Scorecard.

DISCUSSION: The WIB Strategic Scorecard was formally adopted October 25, 2004 and updated April 29, 2005. The Quality Assurance Committee has responsibility for the following measurements:

Customer Perspective

- **Business Customer Satisfaction**
- **Jobseeker Customer Satisfaction**

Internal Operations/Organizational Effectiveness

- **Program Accountability**

Learning and Innovation

- **Progress in Preparation for Worknet Recertification**

**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 | | | | |
| 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 (July) | 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 |
| 2. Job Seeker Customer Satisfaction | | | | |
| a. Job Seeker Needs Are Being Met | 90% | Customer Satisfaction Surveys | Monthly | QA |
| b. Input from Customers Is Used To Improve Services | Rating to meet or exceed | One Stop Management | Annually (Jan) | QA |

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

| | | | | |
|--|---|--|------------|-----------|
| | | | | |
| 3. Workforce Development Advocacy/Awareness | <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> | Biannually | Executive |
| | | | | |

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

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|---|---|---|------------|------|
| <p>c. Resources are Allocated Appropriately:</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 |
|--|--|-----------------------------------|-----------------------------------|-------------------------------|
| <p>1. Expenditures including:</p> <ul style="list-style-type: none"> • Obligations • Accruals (Expenses) • Encumbrances • By funding source • By service • Plan vs. Actual | <p>80% of Current Year Allocation Obligated by End of the Year</p> <p>70% Expended of Available Funds (Carryover plus Allocation) by the End of the Year</p> | Fiscal Reports | Monthly | Finance |
| <p>2. Revenue & Resources:</p> <p>a. Grants</p> | <p>#s Applied for and Source</p> <p>#s Received and \$\$ Amounts</p> | <p>WI Report</p> <p>WI Report</p> | <p>Quarterly</p> <p>Quarterly</p> | <p>Finance</p> <p>Finance</p> |
| <p>b. Revenue Generation</p> | <p># of Sources and Amount of \$\$</p> | <p>WI Report</p> | <p>Quarterly</p> | <p>Finance</p> |

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 | 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