

**TO: WIB Quality Assurance Committee**

**DATE: 02/01/05**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

**SUBJECT: Workforce Investment Board (WIB) Strategic Scorecard**

**PROPOSED MOTION(S): Information to the Committee**

**DISCUSSION: The WIB Strategic Scorecard was formally adopted October 25, 2004. Several of the Measurement Categories are the responsibility of the Quality Assurance Committee. The following measurement category/indicators will be discussed at the February 1, 2005 meeting.**

**Customer Perspective**

- **Job Seeker Needs Are Being Met**
- **Metric/90%**
- **Method/Customer Satisfaction Survey**
- **How Often Reviewed/Monthly**

**Internal Operations/Organizational Effectiveness**

**Program Accountability**

- **Plan vs Actual Participant Activity/Numbers**
- **Metric/Plan vs Actual**
- **Method/WIA Participant Summary Data Report**
- **How Often Reviewed/Quarterly**

**Performance Measures**

- **Plan vs Actual Performance Measures**
- **Metrics/Attain 80% level on Goals**
- **Method/Performance Reports**
- **How Often Review/Quarterly**

**Learning and Innovation**

- **Progress in Preparation for Worknet Recertification**
- **Metric/On Schedule**
- **Method/Report from Worknet Leadership Team on Timeline**
- **How Often Review/Bimonthly**

**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	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	Benchmark to similar service organizations	Biannually	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

**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				

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<ul style="list-style-type: none"> <li>• Numbers</li> </ul>	Planned vs. Actual	Participant Reports	Quarterly	QA
<ul style="list-style-type: none"> <li>• Demographics</li> </ul>	Participants vs. Merced Co. Demographics	Participant Reports	Biannually	QA
<ul style="list-style-type: none"> <li>• Performance Measures</li> </ul>	Attain 80% level on Goals	Performance Reports	Quarterly	QA
b. Report Results:				
<ul style="list-style-type: none"> <li>• Audits</li> </ul>	Zero Findings	County Audit	Annually	QA
<ul style="list-style-type: none"> <li>• Monitoring</li> </ul>	Zero Findings	EDD Monitoring WI Monitoring	Annually Biannually	QA
<ul style="list-style-type: none"> <li>• Youth Quarterly Program Reports</li> </ul>				
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"> <li>• Pilot Program in a specific Industry cluster (offering career ladders or move up strategy)</li> </ul>	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"> <li>• Quality Controls</li> </ul>	Improved Scores	Customer Satisfaction Data	Yearly	QA
<ul style="list-style-type: none"> <li>• Productivity</li> </ul>	Attainment	Performance Measures	Yearly	QA

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

**Measurement Category: Financial/Market Perspective**

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
1. Expenditures including: <ul style="list-style-type: none"> <li>• Obligations</li> <li>• Accruals (Expenses)</li> <li>• Encumbrances</li> <li>• By funding source</li> <li>• By service</li> <li>• Plan vs. Actual</li> </ul>	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  #s Received and \$\$ Amounts	WI Report  WI Report	Quarterly  Quarterly	Finance  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

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

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**