

**TO: Executive Committee**

**DATE: 11/02/09**

**FROM: WIB Staff**

**For Action**

**For Information**

**For Discussion**

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

**PROPOSED MOTION(S): Review and discuss applicable Measure/Indicators from the WIB's Strategic Scorecard and recommend committee responsible for areas that require updating.**

**DISCUSSION: The WIB's Strategic Scorecard is used to manage the attainment of the WIB's efforts. The Scorecard is divided into four Measurement Categories:**

**1) Customer Perspective, 2) Internal Operations/Organizational Effectiveness, 3) Financial/Market Perspective, and 4) Learning & Innovation.**

**The areas that require discussion/review:**

**Internal Operations/Organizational Effectiveness**

**1.a. Planned vs. Actual Participant Activity  
Numbers – *See Attached Participant Report***

**Performance Measures**

*See Attached Performance Measures for clients served between July 1, 2008 and June 30, 2009. The Negotiated Performance Level is listed compared to Actual performance Level for Merced County.*

**1.b. Youth Quarterly Program Reports  
*See Attached Quarterly Reports for YOP and Empower Youth Programs (May-June-July '09).***

**Financial/Market Perspective**

**1. *See Attached Financial Report***

**It is recommended that the Executive Committee review each area and assign updating responsibility to the appropriate ad hoc committee to include, if necessary, creating new ad hoc committees.**

**ATTACHMENT(S):  
WIB Strategic Scorecard**

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

**WIB GOALS**

- Goal 1: Clarified roles & responsibilities & improved communication in economic development.
- Goal 2: Increased private sector involvement & ownership of the WIB.
- Goal 3: Increased visibility with clear, consistent message focused on business.
- Goal 4: More diverse resources & efficiency / effectiveness measures.
- Goal 5: Identify & deliver services needed by business.
- Goal 6: Implement one additional industry cluster.
- Goal 7: Increased support for K-12 improvement.

**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 (July)	Exec
b. Are the Right Industries Targeted <ul style="list-style-type: none"> <li>• Economic Development Targeted Industries</li> <li>• Growth Industries</li> </ul>	Compare targets and adjust industry focus, if necessary	Review LMI (Growth Industries & Early Warning Data)	Annually (July)	Exec

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

<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>Customer Satisfaction Surveys</p> <p>One Stop Management</p>	<p>Biannually (Jan/July)</p> <p>Biannually (Jan/July)</p>	<p>Exec</p> <p>Exec</p>
<p>3. Workforce Development Advocacy/Awareness</p>	<p># Of Face to Face Meetings</p> <p># Of Written Communications</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)</p> <p>Invitations to WIB Meetings</p> <p>Invitations to Worknet, i.e., for a tour, Chamber Mixer, etc.</p>	<p>Annually (April)</p>	<p>Exec</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> <p>Numbers</p> <p>Merced County Population Demographics</p> <ul style="list-style-type: none"> <li>• White – 34.9 %</li> <li>• Hispanic – 52.9 %</li> <li>• Asian – 6.6 %</li> <li>• African Amer – 4.1 %</li> <li>• Amer Indian – 1.6 %</li> </ul>	<p>Planned vs. Actual</p> <p>Participants vs. Merced Co. Demographics</p>	<p>Participant Reports</p> <p>Participant Reports</p>	<p>Quarterly (Oct/Jan/Apr/Jul)</p> <p>Biannually (Jul/Jan)</p>	<p>Exec</p> <p>Exec</p>

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<ul style="list-style-type: none"> <li>Others – .3% <a href="http://quickfacts.census.gov/qfd/states/06/06047.html">http://quickfacts.census.gov/qfd/states/06/06047.html</a></li> <li>Performance Measures</li> </ul>	Attain 80% level on Goals	Performance Reports	Quarterly (Nov/Feb/May/Oct)	Exec
<p>b. Report Results:</p> <ul style="list-style-type: none"> <li>Audits</li> <li>Monitoring</li> <li>Youth Quarterly Program Reports                             <ul style="list-style-type: none"> <li>Out-of-School Youth</li> <li>Younger Youth</li> </ul> </li> </ul>	Zero Findings	Single Audit	Annually (May)	Exec
<p>c. Resources are Allocated Appropriately:</p> <ul style="list-style-type: none"> <li>The Selected Industry Cluster and Occupations Within The Cluster Are Being Supported</li> <li>Quality Controls</li> <li>Productivity</li> </ul>	Acceptable Progress	EDD Monitoring WI Monitoring	Annually (Feb) Biannually (Jan/Jul)	Exec
	Acceptable Progress	Report from MCOE	Quarterly	YC
		Report from MCOE	Quarterly	YC
	Review results of training and job placements in the industry	Identify and select industry cluster	Annually (July)	Exec
	Improved Scores	Customer Satisfaction Data	Annually (July)	Exec
	Attainment	Performance Measures	Annually (July)	Exec

**Measurement Category: Financial/Market Perspective**

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
1. Expenditures including:	80% Expended by End of	Fiscal Reports	Monthly	Exec

MERCED COUNTY WORKFORCE INVESTMENT BOARD STRATEGIC SCORECARD

<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>	Year			
2. Revenue & Resources:				
a. Grants	#s Received #s Applied for Sources	WI Report	Quarterly (Oct/Jan/Apr/Jul)	Exec
b. Revenue Generation	# of Sources Amount of \$\$	WI Report	Quarterly (Oct/Jan/Apr/Jul)	Exec

**Measurement Category: Learning and Innovation**

Measure/Indicator	Metric	Method	How Often Review	Responsible WIB Committee
1. Influence the Workforce Investment System				
a. Education	Report on Activity	Participate on the P-16 Council	Quarterly	Exec
b. Economic Development Adhoc Committee	New Jobs Created Jobs Retained or Jobs Lost	Reports by MCEDCO, and CAED	Quarterly	Exec

**Glossary**

**Exec - WIB Executive Committee**

**YC - Youth Council**

**Revision Date: July 10, 2008**