

# **Prospector Feedback Report Priorities**

## **LEADERSHIP**

### **1. Align and Communicate Mission, Vision and Core Values**

- **Communicate Mission, Vision and Core Values to Partners**
- **Use of Mission, Vision & Core Values**
- **Workshops to understand Mission, Vision, Core Values**
- **Document annual review of Mission, Vision and Core Values**

### **2. Ethical training to prevent breaches**

- **Partner biannual ethics training**
- **Determine ethical training needs and implementation**
- **How do we handle ethical breaches?**
- **Define/implement ethical breach process**
- **Mandated training for Partners**

### **3. Define and Measure Leadership & Effectiveness**

- **Develop clear measures of effectiveness**
- **HIGH performance measurement & standards**
- **Clear process for leadership communication for effectiveness and show metric**

# **Prospector Feedback Report Priorities**

## **STRATEGIC PLANNING**

### **1. Redefine Strategic goals to meet Baldrige Criteria**

- **Strategic Scorecard Action Plan - define timelines and responsible party**
- **Redefine 4 strategic goals to meet Baldrige criteria**
- **All 4 Goals to focus on change and improvement**
- **Clarify Worknet goals on system improvements**
- **Link strategic goals to strategic challenges**
- **What are our key strategic challenges? Define...**
- **Address the 5 challenges in WIB's Goals & Objectives**
  - **Lack of industry in the area**
  - **Mobility of migrant workers**
  - **Mortgage foreclosures**
  - **Lack of affordable housing**
  - **Unfunded mandates related to cost sharing agreements**

### **2. Comprehensive Action Planning**

- **Tie in strategic planning to measurable results**
- **Develop/provide action plans & effectiveness/results**
- **Develop action plan with timeline for each goal**
- **Measure results of action plans**
- **Include effectiveness, improvements and implementation in strategic planning**
- **Strategic Scorecard Action Plan with measures & indicators**
- **Provide clear review of improvements made**
- **Put end dates on activities where appropriate**

## **Prospector Feedback Report Priorities**

### **Customer and Market Focus Measurement**

- 1. Identify, Communicate & Implement Strategies to address customer needs**
  - **Determine employer needs, expectations and preferences**
  - **Listening and learning approach for employees and business**
  - **Enhance data collection and utilization of employer focus group data**
  - **Determine customer needs, expectations and preferences**
  - **Gather and analyze more information on business customers**
  - **Communicate how business information is analyzed for improvement**
  - **Define/implement a system approach for business customer satisfaction**
  
- 2. Systematic process to evaluate Worknet and Effectiveness**
  - **Develop systematic process to review effectiveness and efficiency**
  - **Evaluate listening and learning methods for improvement**
  - **Identify additional data that would improve customer knowledge**
  - **Develop systematic approach to collect and analyze job seeker & business customer data**
  - **Use collected data for accurate customer requirements**

# **Prospector Feedback Report Priorities**

## **Analysis and Knowledge Management**

- 1. A systematic approach-Build and Manage knowledge assets**
  - **Provide business, customers available information**
  - **Systematic approach to build and manage knowledge assets**
  - **Go to paperless filing**
  - **Define how paper files are secured**
  - **Enhance data analysis impact on partners**
  - **Develop systematic process to provide information to business partners & manage knowledge assets**
  - **Improve access, management and security of data**
  
- 2. Evaluate and Improve and Deploy the Performance Review Process to partners**
  - **Evaluate and improve and deploy the PRP to partners**
  - **Evaluate and Improve 6-Step PRP for effectiveness**
  - **6-Step PRP adopted by partners**
  - **Evaluate the performance review process for improvement**
  - **Evaluate 6-Step performance review process; improve where necessary**

# **Prospector Feedback Report Priorities**

## **Workforce Focus**

### **1. Measure Workforce Engagement and Effectiveness**

- **Develop process to evaluate and improve workforce engagement approaches**
- **Evaluate effectiveness of workforce engagement approaches**
- **Evaluate and make changes workgroup engagement and effectiveness**
- **Develop systematic approach to determine effectiveness workforce engagement approaches**
- **Determine Worknet capability and information utilization effectiveness**
- **Analyze survey data to improve employee satisfaction**

### **2. Evaluate and Improve Workforce Satisfaction & Performance**

- **Training involvement and effectiveness**
- **Develop link between training and organizational performance**
- **Evaluate critical areas and competencies needed for employee performance excellence**
- **Employee Safety Plan**
- **Develop a statement on how safety is maintained in the work environment**

# **Prospector Feedback Report Priorities**

## **Process Management**

### **1. Draft and Deploy Emergency Plan**

- **Worknet Emergency Plan deployment (drills)**
- **Disaster and Emergency Training**
- **Communicate emergency plan to employees, partners, customers**
- **Deploy Emergency Plan to staff and partners**
- **Draft a formal Disaster/Emergency Plan**

### **2. Review Rapid Workflow Process Modeling and train and implement**

- **Improve Rapid Workflow Process Modeling and train employees and partners**
- **Rapid Workflow Process Modeling training for employees and partners and improvements/processes**
- **Create workflow process for identifying issues before they become serious**
- **Provide training, evaluate and improve use of Rapid Workflow Process Modeling**
- **Training refresher on Rapid Workflow Process Modeling**

# **Prospector Feedback Report Priorities**

## **Results**

### **1. Report Product and Service Outcomes**

- **Report results by location**
- **Segment results by location**
- **Segment results (Merced/Los Banos)**
- **Develop product & service outcomes for business customers**
- **Provide process effectiveness for business customers**
- **Review job placements within industry**
- **Provide baseline data for results comparison**
- **Define product service outcomes for business customers**
- **Business services performance outcomes developed**
- **Additional employer outcomes/satisfaction criteria developed**
- **Review targeting of key job seekers**

### **2. Analyze Effectiveness of Employment Outcomes**

- **Relate outcomes to economic environment to determine effectiveness**
- **Show trend analysis of goal attainment (relate to environment)**
- **Present results of relevant community activities/events**
- **Analyze goals and action plan results to identify trends**
- **Provide trends regarding goal and action plan targets**
- **Clarity job matching results**
- **Improve percentage of “job matches”**
- **Compare job placement over time by industry**

### **3. Determine Customer Satisfaction Outcomes**

- **Report complaint resolutions (results)**
- **Report complaint causes and results**
- **Customer complaint reporting (within the law)**
- **Report customer satisfaction levels from statistics on employees and businesses**

#### **4. Analyze Financial and Market Results**

- **Report analysis of funding reductions**
- **Relate outcomes to resources available to provide services to determine effectiveness**
- **Compare data/performance to determine financial effectiveness**

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#### **5. Determine Workforce-Focused Performance Results**

- **Address areas identified as “needed training”**
- **Review training needed for employees**