

MERCED COUNTY WORKNET BALANCED SCORECARD STRATEGIC GOALS/PLAN

Measurement Category: Staff

Goal	Metrics	Measure/Method	How Often Review/Timeline	Responsible Person/Organization
<p>1. Empower and develop staff that can effectively assess and meet customer needs.</p> <p>a. Staff is provided regular updates and training of the Information Sharing Tool, the Worknet of Merced County Partner brochure, the Community Resource Directory, and other links through the Worknet website.</p> <p>b. Customer Service and Satisfaction Information will be shared at partner meetings.</p> <p>c. Staff uses the Interagency Referral process to meet customer needs.</p> <p>Awareness and training in Inter-agency Referrals will be provided at partner and WLT meetings.</p> <p>d. Staff is provided professional certification opportunities through the Dynamic Works Institute National Certification Course.</p>	<p>Verified through agendas, minutes and sign-in sheets.</p> <p>Verified through agendas, minutes & sign-in sheets.</p> <p>Number of referrals</p> <p>Partner & WLT agendas & minutes</p> <p>Number of staff completing</p>	<p>Training at partner and WLT meetings.</p> <p>Partner and WLT meetings.</p> <p>Report out of the number of referrals at partner and WLT meetings.</p> <p>Partner & WLT meeting</p> <p>50% of staff working with customer will complete Tier I. July 2008 begin Tier II or Business Services certification</p>	<p>Biannual: March, October</p> <p>Monthly</p> <p>Quarterly: October, January, April, July</p> <p>Annual: January</p> <p>Biannual: July, January</p>	<p>WLT</p> <p>WLT/Dept. of Workforce Investment</p> <p>WLT</p> <p>Dept of Workforce Investment/WLT</p>

MERCED COUNTY WORKNET BALANCED SCORECARD STRATEGIC GOALS/PLAN

Measurement Category: Leadership

Goal	Metrics	Measure/Method	How Often Review/Timeline	Responsible Person/Organization
<p>2. Assess and meet Worknet system needs.</p> <p>a. Nurture and strengthen relationship of Worknet partners. This is accomplished by:</p> <ul style="list-style-type: none"> ● Share success stories ● As a regular agenda item at WLT meetings, partnering agencies on a rotating basis, will conduct presentations on their respective services and eligibility requirements in serving customers. ● As a regular agenda item at WLT meetings, partnering agencies will share the latest happenings of their respective organizations in a roundtable format. ● At least biannually, a topic discussion of identifying and inviting potential new partners to assist in the mission and goals of the Worknet system will be addressed. As potential new partners are identified, they will be invited to attend WLT meetings. ● Partners share success stories 	<p>WLT Agenda & Minutes Number of presentations as noted in agendas and minutes</p> <p>WLT agendas and minutes</p> <p>Number of new partners invited</p> <p>WLT Agendas &</p>	<p>Roundtable sharing</p> <p>Partner presentations</p> <p>Roundtable sharing of information</p> <p>Identify and invite potential new partners to WLT meetings</p> <p>Roundtable sharing</p>	<p>Monthly</p> <p>Monthly</p> <p>Monthly</p> <p>Biannual: February, August</p> <p>Monthly</p>	<p>WLT</p> <p>WLT</p> <p>WLT</p> <p>WLT – Chair</p> <p>WLT</p>

MERCED COUNTY WORKNET BALANCED SCORECARD STRATEGIC GOALS/PLAN

Measurement Category: Leadership

Goal	Metrics	Measure/Method	How Often Review/Timeline	Responsible Person/Organization
	minutes			
b. Develop and implement strategies to accomplish the strategic goals.	Update and use balanced scorecard	Calendar objectives that need to occur in WLT and partner meetings.	Annually-Jan, 2008	WLT – Chair & Co-chair & Strategic Planning Team
c. Successfully start and complete the Recertification application/process and obtain recertification from the Merced County Workforce Investment Board.	Awarded re-certification by WIB	Begin application writing	Nov. 2007	WLT & Dept. of WI
		Complete application process	Nov. 2008	WLT & Dept. of WI
d. The Feedback Report from the WIB. (Feedback report completed, Nov. 2005 is being used.	Workgroup outcomes as reflected in the recertification application.	Recertification	Ongoing	WLT – Chair & Co-chair
e. Customer service and satisfaction information to identify additional opportunities for improvement.	Customer Satisfaction Board posting improvements	Publicly post notice of improvement resulting from customer service and satisfaction recommendations.	Update monthly or as improvements are implemented	Dept. of W I

MERCED COUNTY WORKNET BALANCED SCORECARD STRATEGIC GOALS/PLAN

Measurement Category: Job Seekers

Goal	Metrics	Measure/Method	How Often Review/Timeline	Responsible Person/Organization
<p>3. Assist job seekers to be fully prepared for the labor market.</p> <p>a. Staff</p> <p>b. Resources including equipment such as access to computers, fax machines, Internet, CalJOBS, and telephone.</p> <p>c. Provide information and access to resources to increase employability including assessment tools like SAGE and Eureka, and workshops such as Thrive and Survive in the Workplace, Free Applications to Federal Student Aid, Customer Service Academy, Job Search workshop, resume preparation workshops, ETPL, LMI, Career Counseling and other resources.</p> <p>d. Collaborate with partners to provide academic, career-technical resources, and employment resources.</p> <p>e. Referrals</p>	<p>a. Management evaluates staff assignments</p> <p>b. Customer service/ satisfaction data</p> <p>Calendar on website, hard copy at Worknet, and emailed to partners</p> <p>Matrix update</p> <p>Number of inter-agency referrals</p>	<p>a. Number of staff assigned is adequate.</p> <p>b. Resources Provided to Core A are adequate based on customer service satisfaction information.</p> <p>Schedule made available through calendar of events.</p> <p>WLT Matrix of services.</p> <p>Interagency referral process.</p>	<p>a. Annually</p> <p>b. Quarterly review: October, January, April, July</p> <p>Monthly updates</p> <p>Annual review of Matrix. January 2008</p> <p>Quarterly: October, January, April, July</p>	<p>WLT & Dept. of WI</p> <p>b. WLT & Dept. of WI</p> <p>WLT/Worknet</p> <p>WLT</p> <p>WLT</p>

MERCED COUNTY WORKNET BALANCED SCORECARD STRATEGIC GOALS/PLAN

Measurement Category: Business Services

Goal	Metrics	Measure/Method	How Often Review/Timeline	Responsible Person/Organization
4. Assess and respond to business needs (employer)				
a. Provide information and access to economic incentive opportunities including tax credits, Enterprise Zone vouchers, WOTC, and WtW. Provide On-the-Job Training opportunities, Work Experience, and Upgrade Skills training.	Number of businesses	WLT Matrix of services	Ongoing with annual review of Matrix: January 2008	Worknet Business Services and WLT
b. Provide information and access to human resources needs including taking job orders, assisting in job referrals, application screening, and providing interview space.	Number of businesses	WLT Matrix of services	Ongoing with annual review of Matrix: January 2008	Worknet Business Services and WLT
c. Provide information and access to customized services including access to SCORE services, Rapid Response, and customized training.	Number of businesses	WLT Matrix of services	Ongoing with annual review of Matrix: January 2008	Worknet Business Services and WLT