

**MERCED COUNTY WORKNET BALANCED SCORECARD STRATEGIC GOALS/PLAN**

**Measurement Category: Staff**

Goal	Metrics	Measure/Method	How Often Review/Timeline	Responsible Person/Organization
1. Empower and develop staff that can effectively assess and meet customer needs.				
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.	Verified through agendas, minutes and sign-in sheets.	Training at partner and WLT meetings.	Biannual: March, October	WLT
b. Customer Service and Satisfaction Information will be shared at partner meetings.	Verified through agendas, minutes & sign-in sheets.	Partner and WLT meetings.	Monthly	
c. Staff uses the Interagency Referral process to meet customer needs.	Number of referrals	Report out of the number of referrals at partner and WLT meetings.	Quarterly: October, January, April, July	WLT
Awareness and training in Inter-agency Referrals will be provided at partner and WLT meetings.	Partner & WLT agendas & minutes	Partner & WLT meeting	Annual: January	
d. Staff is provided professional certification opportunities through the Dynamic Works Institute National Certification Course.	Number of staff completing	Five staff will have completed certification by June 30, 2005 with five additional staff completing per year thereafter.	Biannual: July, January	Dept of Workforce Investment/WLT



**MERCED COUNTY WORKNET BALANCED SCORECARD STRATEGIC GOALS/PLAN**

**Measurement Category: Leadership**

<b>Goal</b>	<b>Metrics</b>	<b>Measure/Method</b>	<b>How Often Review/Timeline</b>	<b>Responsible Person/Organization</b>
b. Develop and implement strategies to accomplish the strategic goals.	Develop and use balanced scorecard	Calendar objectives that need to occur.	Ongoing updates: April 2005	WLT – Chair & Co-chair
c. Successfully complete the Recertification application/process and obtain Certification from the Merced County Workforce Investment Board.	Awarded re-certification by WIB	Complete application process	October 31, 2005	WLT
d. Use the Feedback Report from the WIB. (New Feedback report will be used when completed, Nov. 2005)	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. Provide staff and resources including equipment such as access to computers, fax machines, Internet, CalJOBS, and telephone.</p> <p>b. 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>c. Collaborate with partners to provide academic, career-technical resources, and employment resources.</p> <p>d. Referrals</p>	<p>Customer service/satisfaction data</p> <p>Calendar on website and hard copy at Worknet</p> <p>Matrix update</p> <p>Number of inter-agency referrals</p>	<p>Number of staff assigned and resources provided to Core A is adequate based on customer service satisfaction information.</p> <p>Schedule made available through calendar of events.</p> <p>WLT Matrix of services, and interagency referral process.</p>	<p>Quarterly review: October, January, April, July</p> <p>Monthly updates</p> <p>Annual review of Matrix. January 2006</p> <p>Quarterly: October, January, April, July</p>	<p>WLT</p> <p>WLT/Worknet</p> <p>WLT</p> <p>WLT</p>

**MERCED COUNTY WORKNET BALANCED SCORECARD STRATEGIC GOALS/PLAN**

**Measurement Category: Business Services**

<b>Goal</b>	<b>Metrics</b>	<b>Measure/Method</b>	<b>How Often Review/Timeline</b>	<b>Responsible Person/Organization</b>
<p>4. Assess and respond to business needs (employer)</p> <p>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.</p> <p>b. Provide information and access to human resources needs including taking job orders, assisting in job referrals, application screening, and providing interview space.</p> <p>c. Provide information and access to customized services including access to SCORE services, Rapid Response, and customized training.</p>	<p>Number of businesses</p> <p>Number of businesses</p> <p>Number of businesses</p>	<p>WLT Matrix of services</p> <p>WLT Matrix of services</p> <p>WLT Matrix of services</p>	<p>Ongoing with annual review of Matrix: January 2006</p> <p>Ongoing with annual review of Matrix: January 2006</p> <p>Ongoing with annual review of Matrix: January 2006</p>	<p>Worknet Business Services and WLT</p> <p>Worknet Business Services and WLT</p> <p>Worknet Business Services and WLT</p>