

WORKFORCE DEVELOPMENT

Economic Development Department

Delegate Agency Contracts Balance Score Card Performance Measures

FY 2009-2010

Transitional Job training and support services	Skilled in-demand occupation job training and support services
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OUTPUT MEASURES			
Number of COSA funded <u>Unduplicated Participants Served</u> (agency should define the following: participant and minimum threshold of service) (This will be reported monthly on the CMR document)	√		√
Number of unduplicated participants served ; funded by other sources (reported monthly)			
Number of Active Participants (monthly)	√		√
Number of Participants that drop out of the program or are inactive. (monthly)	√		√
OUTCOME MEASURES			
Number of participants obtaining full-time employment earning less than \$9.75/ hr after training	√		
Number of participants obtaining full-time employment at or above \$9.75/ hr after training	√		√
Number of participants obtaining full-time employment earning less than \$9.75/ hr after training			
Average hourly wage for participants	√		√
Number of participants that begin a trade certification program or in demand occupation program	√		√
Number and percent of participants completing a trade certification program or in demand occupation program	√		√
Number and percent of participants completing workplace preparedness training (agency will fill in the type of training such as financial literacy, interviewing skills, GED, computer skills, customized training description(s), ect.)	√		√
Number and percent of unduplicated unemployed participants that secure employment	√		√
Number and percent of participants retaining full time employment for 30, 60, 90 days from initial start date.	√		√
Number and percent of participants retaining full time employment for 6 months from initial start date.	√		√
Number and percent of participants retaining full time employment for 18 months from initial start date.	√		√
Number and percent of participants that progress to college level	√		√

classes				
Number and percent of participants enrolled in higher education		√		√
EFFICIENCY MEASURES				
Monthly Average cost per participant		√		√
Monthly Average cost per participant or graduate		√		√
Average daily attendance in classes (reported monthly)		√		
Average monthly enrollment		√		√
Number of Recorded Participant/ Client Contracts (reported monthly)		√		√
Number and percent of recorded Participant/ Client Contracts that become active program participants (reported monthly)		√		√

Agencies should identify the 2 or 3 most important measures in each of the three areas making sure these measures focus on customer results, not just amount of effort:

- * Output Measures
- * Outcome Measures
- * Efficiency Measures

Creating baselines for these measures, will aid in projection goals for the programmatic contractual term. Creation of baselines will also allow the agency/ program to better identify progress made against their baselines.

Creation of baselines for projections aid in indicating what may needed for the programmatic budget.

Results accountability is a different way of thinking.

It organizes the work of programs around the *end conditions we seek* for those who live in our community and those receiving service.

It uses those end conditions as the grounding for all of the work, including decision making and budgeting.