










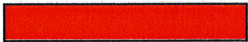


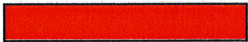


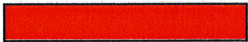


Critical and Strategic Measures Performance Dashboard
Program Year 2012-2013

Q4
 June 2013

MEASURE	STANDARD	PERFORMANCE	STATUS																								
CM 1 (SP1) MONTHLY Customer Satisfaction increases and is sustained	100% of all customers Surveys of: Jobseekers Businesses Employees	<table border="1"> <thead> <tr> <th>CATEGORY</th> <th>% REPORTING SATISFIED</th> <th>GOAL</th> </tr> </thead> <tbody> <tr> <td>Job Seeker</td> <td>94% </td> <td>100%</td> </tr> <tr> <td>Businesses</td> <td>97% </td> <td>100%</td> </tr> <tr> <td>Employee</td> <td>75% </td> <td>100%</td> </tr> <tr> <td colspan="2">Total Job Seeker Responses:</td> <td>924</td> </tr> <tr> <td colspan="2">Total Job Seeker Satisfied Overall:</td> <td>870</td> </tr> <tr> <td colspan="2">Total Business Responses:</td> <td>30</td> </tr> <tr> <td colspan="2">Total Business Satisfied Overall:</td> <td>29</td> </tr> </tbody> </table> <p>NOTES: Data sources include comment cards for Job Seekers and Businesses and the annual internal customer satisfaction survey for employees.</p>	CATEGORY	% REPORTING SATISFIED	GOAL	Job Seeker	94% 	100%	Businesses	97% 	100%	Employee	75% 	100%	Total Job Seeker Responses:		924	Total Job Seeker Satisfied Overall:		870	Total Business Responses:		30	Total Business Satisfied Overall:		29	● 94% ● 97% ● 75%
CATEGORY	% REPORTING SATISFIED	GOAL																									
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SP2 QUARTERLY Increase organizational capacity (e.g., trained staff, aligned to strategy; IT solutions; Data repository)	100% of staff trained in the identified competencies	<table border="1"> <thead> <tr> <th>CRITERIA</th> <th>TRAINED</th> <th>GOAL</th> </tr> </thead> <tbody> <tr> <td>Business and Employer Svcs</td> <td>32 </td> <td>32</td> </tr> <tr> <td>Career Coaching</td> <td>55 </td> <td>36</td> </tr> <tr> <td>IT Solutions</td> <td>396 </td> <td>130</td> </tr> </tbody> </table> <p>NOTES: This measurement requires an established set of criteria for staff training and post-training testing to confirm competency.</p>	CRITERIA	TRAINED	GOAL	Business and Employer Svcs	32 	32	Career Coaching	55 	36	IT Solutions	396 	130	● 100% ● 153% ● 305%												
CRITERIA	TRAINED	GOAL																									
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Critical and Strategic Measures Performance Dashboard
Program Year 2012-2013, continued

Q4








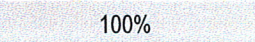


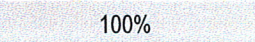





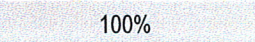
June 2013

MEASURE	STANDARD	PERFORMANCE	STATUS																		
SP3 QUARTERLY Increase the supply of workers for each of the 5 targeted industries	Healthcare = 165 Infrastructure = 73 Professional = 135 Renewable = 57 Utilities = 111 Total 541 trained to increase the supply	<table border="1"> <thead> <tr> <th>INDUSTRY</th> <th>TRAINED</th> <th>GOAL</th> </tr> </thead> <tbody> <tr> <td>Healthcare</td> <td>92 </td> <td>165</td> </tr> <tr> <td>Infrastructure</td> <td>207 </td> <td>73</td> </tr> <tr> <td>Professional</td> <td>76 </td> <td>135</td> </tr> <tr> <td>Renewable</td> <td>6 </td> <td>57</td> </tr> <tr> <td>Utilities</td> <td>0 </td> <td>111</td> </tr> </tbody> </table>	INDUSTRY	TRAINED	GOAL	Healthcare	92	165	Infrastructure	207	73	Professional	76	135	Renewable	6	57	Utilities	0	111	● 56% ● 284% ● 56% ● 11% ● 0%
INDUSTRY	TRAINED	GOAL																			
Healthcare	92	165																			
Infrastructure	207	73																			
Professional	76	135																			
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Utilities	0	111																			
SP4 QUARTERLY The scope of legislative and policy contacts who rely on the WIB for workforce information has expanded (e.g., economic development entities; different state legislators)	25% increase in new contacts from 448 total contacts last year 50% of the total for the year are repeat contacts	<p style="text-align: center;">NOTES: Still investigating methods to collect and report accurate data.</p>																			
SP5 QUARTERLY Increase the number of media contacts received to comment on workforce policy and issues.	No standard being set due to no information at all on current metrics. 1st year will be used to track and set the baseline for year 2	<p style="text-align: center;">NOTES: Still investigating methods to collect and report accurate data.</p>																			

Critical and Strategic Measures Performance Dashboard
Program Year 2012-2013, continued

Q4

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MEASURE	STANDARD	PERFORMANCE	STATUS																
SP6 QUARTERLY Receive an outside recognition as a quality organization (e.g., PEPNet; State Quality Award, Baldrige, etc.)	Award received.	<p>NOTES: California Award for Performance Excellence (CAPE) Prospector application submitted in January 2013.</p>	 Received Award																
CM2 (SP7) MONTHLY Increase the number of new businesses (in all industries) provided a service.	30% increase in the number of new businesses	<table border="0"> <thead> <tr> <th style="text-align: left;">NUMBER OF NEW BUSINESSES</th> <th style="text-align: right;">ANNUAL GOAL</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">505 </td> <td style="text-align: center;">640</td> </tr> </tbody> </table>	NUMBER OF NEW BUSINESSES	ANNUAL GOAL	505 	640	 79%												
NUMBER OF NEW BUSINESSES	ANNUAL GOAL																		
505 	640																		
CM3 QUARTERLY The # of UI customers co-enrolled in a WIA program increases	100% of customers co-enrolled	<table border="0"> <thead> <tr> <th>Program</th> <th></th> <th>% Co-Enrolled</th> <th>Co-Enrolled</th> </tr> </thead> <tbody> <tr> <td>TAA</td> <td style="text-align: center;">11</td> <td style="text-align: center;">100% </td> <td style="text-align: center;">11</td> </tr> <tr> <td>REA/PJSA</td> <td style="text-align: center;">1409</td> <td style="text-align: center;"></td> <td style="text-align: center;">491</td> </tr> <tr> <td>VETS</td> <td style="text-align: center;">3</td> <td style="text-align: center;">100% </td> <td style="text-align: center;">3</td> </tr> </tbody> </table> <p>NOTES: Effective Q3 2012-13, the REA/PJSA/IAW and VETS are measured on the number of referrals who are co-enrolled in WIA. The REA/PJSA/IAW data above reflects <u>total</u> enrollments co-enrolled in WIA. As of Q4 2012/2013 the REA/PJSA/IAW and VETS data has been revised. The total "Referred" for REA/PJSA/IAW reported in VOS is greater than those co-enrolled. As of 7/9/13, TAA numbers have not yet been received from EDD.</p>	Program		% Co-Enrolled	Co-Enrolled	TAA	11	100% 	11	REA/PJSA	1409		491	VETS	3	100% 	3	 100%  35%  100%
Program		% Co-Enrolled	Co-Enrolled																
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CM4 MONTHLY The # of training related job placements within each targeted industry increases	80% for each industry Healthcare=132 Infrastructure=58 Professional=108 Renewable=45 Utilities=88	<table border="1"> <thead> <tr> <th>INDUSTRY</th> <th>PLACED</th> <th>GOAL</th> </tr> </thead> <tbody> <tr> <td>Healthcare</td> <td>24 </td> <td>132</td> </tr> <tr> <td>Infrastructure</td> <td>62 </td> <td>58</td> </tr> <tr> <td>Professional</td> <td>41 </td> <td>108</td> </tr> <tr> <td>Renewable</td> <td>1 </td> <td>45</td> </tr> <tr> <td>Utilities</td> <td>0 </td> <td>88</td> </tr> </tbody> </table>	INDUSTRY	PLACED	GOAL	Healthcare	24 	132	Infrastructure	62 	58	Professional	41 	108	Renewable	1 	45	Utilities	0 	88	<ul style="list-style-type: none">  18%  107%  38%  2%  0%
INDUSTRY	PLACED	GOAL																			
Healthcare	24 	132																			
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CM5 QUARTERLY The # of individuals who enter employment increases.	Adult – 51% DW – 47% Youth – 65%	<table border="1"> <thead> <tr> <th>CATEGORY</th> <th>% PLACED</th> <th>GOAL</th> </tr> </thead> <tbody> <tr> <td>Adult</td> <td>48% </td> <td>51%</td> </tr> <tr> <td>Dislocated Worker</td> <td>49% </td> <td>47%</td> </tr> <tr> <td>Youth</td> <td>57% </td> <td>65%</td> </tr> </tbody> </table> <p> Adults Entering Employment: 859 of 1897 Exiters Dislocated Worker Entering Employment: 855 of 1668 Exiters Youth Entering Employment: 512 of 830 Exiters </p>	CATEGORY	% PLACED	GOAL	Adult	48% 	51%	Dislocated Worker	49% 	47%	Youth	57% 	65%	<p>% OF GOAL</p> <ul style="list-style-type: none">  93%  104%  88% 						
CATEGORY	% PLACED	GOAL																			
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CM6 MONTHLY Referral to hire ratio increases	80% increase in number of hires from referrals	<table border="0"> <tr> <td></td> <td style="text-align: center;">COUNTS</td> <td></td> </tr> <tr> <td>CLIENTS REFERRED</td> <td style="text-align: center;">1948</td> <td rowspan="2" style="text-align: center;"> </td> </tr> <tr> <td>CLIENTS HIRED</td> <td style="text-align: center;">1383</td> </tr> </table>		COUNTS		CLIENTS REFERRED	1948		CLIENTS HIRED	1383	71%		
	COUNTS												
CLIENTS REFERRED	1948												
CLIENTS HIRED	1383												
CM7 MONTHLY The right candidate is referred to the right job	100% of all screened candidates referred are judged qualified by the business	<table border="0"> <tr> <td style="text-align: center;">% REPORTING QUALIFIED</td> <td style="text-align: center;">GOAL</td> </tr> <tr> <td style="text-align: center;">93%</td> <td style="text-align: center;">100%</td> </tr> <tr> <td colspan="2" style="text-align: center;"> </td> </tr> <tr> <td>Total Responses:</td> <td style="text-align: center;">30</td> </tr> <tr> <td>Total Reporting Qualified:</td> <td style="text-align: center;">28</td> </tr> </table>	% REPORTING QUALIFIED	GOAL	93%	100%			Total Responses:	30	Total Reporting Qualified:	28	93%
% REPORTING QUALIFIED	GOAL												
93%	100%												
Total Responses:	30												
Total Reporting Qualified:	28												
CM8 QUARTERLY The % of funds dedicated to serving businesses increases	Funds dedicated to serving businesses increases by 10% over previous year	<p style="text-align: center;">Funding Dedicated to Serving Business</p> <table border="0"> <tr> <td style="text-align: center;">Dedicated</td> <td style="text-align: center;"> </td> <td rowspan="2" style="text-align: center;"> </td> </tr> <tr> <td style="text-align: center;">Goal</td> <td style="text-align: center;"> </td> </tr> </table>	Dedicated			Goal							
Dedicated													
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NOTES: Previous year's expenditures were \$1,623,121.