

YEAR 7 ANNUAL PLAN 2006-07

MAJOR ACTIVITIES

WIB Strategy and Activities	Amount Funded 05-06	Total Requested 06-07	Status Report 2005-06
<p>4.1 Quality Improvement</p> <p>Continues WorkSource certification and the continuous quality improvement (CQI) process, with expansion to the OneSource system. Review incoming certification applications. Continues internal CQI processes and implements initiatives of the CQI plan. Continues funding of MaryAnn Pranke Training & Consulting Inc. for the provision of CQI training and technical assistance services.</p>	\$80,000	\$80,000	<p>Continues Malcolm Baldrige-based Continuous Quality Improvement (CQI) activities for LA's Workforce Development System. Continues funding for Mary Ann Pranke Training and Consulting. Expands Malcolm Baldrige-based CQI training. Continues CAPE examiner training, strategic planning, process management and balanced scorecard development. Implements electronic balance scorecard and CAPE Eureka Award application processes.</p> <p>Provided Malcolm Baldrige-based CQI training to LA's Workforce Development System. Initiated balanced scorecard development. Enhanced techniques for strategic planning and process management activities. Trained over sixty City and Workforce staffs as certified members of the Board of the State California CAPE Program.</p>
<p>4.2 Evaluation System</p> <p>Extends the contract with the University Corporation (California State University, Northridge) and/or FutureWork System L.L.C. to continue implementation of the performance management system incorporating customer satisfaction surveys, a swipe card customer tracking system, and an electronic report card with website application. \$100,000 is set aside for the maintenance of LA Performs database.</p>	\$250,000	\$310,000	<p>The results of all completed surveys were incorporated into the six-month performance evaluation on customer satisfaction, as follows:</p> <ul style="list-style-type: none"> ▪ 273 Adult Employer surveys ▪ 117 Youth Employer surveys ▪ 216 surveys of Youth clients enrollees ▪ 200 WorkSource Adult exit surveys <p>LA Performs training conducted at nine WorkSource Centers as part of the Adult monitoring site visits. LA Performs is being modified to incorporate a system-wide balanced scorecard.</p>
<p>4.3 Audit Fees/Fiscal Training</p> <p>Provides funds for share of Single Audit fees, fiscal reviews, and special audits of contracted agencies. The Financial Management Division (FMD), CDD, is conducting procurement of these services.</p>	\$50,000	\$50,000	<p>A contract was executed with Mato Pettee Associates Inc., and outside Certified Public Accountants (CPAs) for assistance with special audits and assessment services. Outside CPAs performed fiscal reviews.</p>