

# Workforce Development System Management Scorecard

July 1,2007 to Feb 29, 2008

MetricID	Metric Name	Frequency	GreenLow	Numerator	Denominator	Result
11111	Adult Entered Employment Rate	Qtr	75%	1,238	1,487	83%
11112	Dislocated Worker Entered Employment Rate	Qtr	79%	807	992	81%
11121	Adult Average Earnings	Qtr	90%	11,872	10,800	110%
11122	Dislocated Worker Average Earnings	Qtr	90%	13,467	14,400	94%
11131	Adult Employment Retention Rate	Qtr	78%	1,224	1,493	82%
11132	Dislocated Worker Employment Retention Rate	Qtr	85%	662	752	88%
11141	Adult Employment and Credential Rate	Qtr	58%	416	526	79%
11142	Dislocated Worker Employment Credential Rate	Qtr	67%	161	236	68%
1115	Adult/Dislocated Worker Participants in Training	Monthly	36%	909	2,888	31%
1121	YY Diploma Rate	Monthly	66%	586	741	79%
1122	Higher Education & Vocational	Monthly	50%	31	263	12%
1123	YY Skill Attainment	Monthly	85%	1,530	1,660	92%
1124	YY Retention Rate	Qtr	59%	481	735	65%
1125	OY Credential Rate	Qtr	39%	338	852	40%
1126	OY Earning Change	Qtr	90%	3,831	3,444	111%
1127	OY Entered Employment Rate	Qtr	72%	634	778	81%
1128	OY Employment Retention Rate	Qtr	80%	404	521	78%
1129	SYEP Enrollments	Monthly	90%	10,295	10,000	103%
1131	Job Placement Exit 16-24	Monthly	83%	404	1,200	34%
1132	Enrolled Population 16-24	Monthly	50%	2,305	2,000	115%
114	Universal Access Counts	Monthly	96%	93,754	83,200	113%
11521	Rapid Response Clients Served	Quarterly	90%	597	2,064	29%
11522	Number of Rapid Response Referrals to WSC	Monthly	90%	0	1	0%
1153	Hire LA 18-24 Placements	Quarterly	90%	435	672	65%
1211	Adult Employment Retention Rate	Qtr	78%	1,224	1,493	82%
1212	Sector Initiative Placements	Monthly	90%	152	240	63%
122	Sector Initiative	Monthly	90%	7	5	131%
123	WSC/OSC Admin Capability	Yearly	95%	28	32	88%
124	Sector Initiative Revenues	Monthly	90%	2,700,000	2,333,336	116%
125	Strengthen System (LAUSD/LACCD Partnering)	Monthly	90%	4	5	80%
2111	Youth Customer Satisfaction Rate (Northridge)	Yearly	71%	8.9	10	89%
2112	Complaints (Youth)	Monthly	60%	0	0	0%
2121	Adult Complaints	Monthly	70%	7	9	78%
2122	Universal Access Satisfaction (Intercept Survey)	Yearly	81%	8.9	10	89%
2123	Exit Opinion - Adult	Yearly	79%	7.8	10	78%
22	Employer Satisfaction	Yearly	71%	7.9	10	79%
23	Businesses Served by WSC	Quarterly	90%	215	589	37%
3111	Audit Findings - Open	Monthly	70%	4	7	57%
3112	Severity of Findings - Disallowed Costs	Monthly	0%	691,000	1	100%
312	Timeliness of Contractor Closeouts	Yearly	90%	34	36	94%
313	Stand-in Costs	Monthly	90%	191,193	1,000,000	19%
32	Actual vs Planned Budget	Yearly	99%	46,908,105	45,221,000	104%
3311	Cost per Youth Participant Enrolled	Monthly	56%	3,225	8,000	40%
3312	Cost Per Placement Youth	Monthly	27%	16,718	20,000	84%
3321	Cost Per Dislocated Worker Participant	Monthly	56%	3,607	8,000	45%
3322	Cost per Dislocated Worker Placement	Monthly	27%	8,248	20,000	41%
3331	Cost per Adult Placement	Monthly	30%	5,866	20,000	29%
3332	Cost per Adult Participant	Monthly	56%	2,648	8,000	33%
341	New Fiscal Year Grants \$	Monthly	75%	8,000,000	13,900,000	58%
342	FY \$ Leveraged	Monthly	90%	2,490,382	3,200,000	78%
343	Stability of Funding	Monthly	90%	46,908,105	53,400,000	88%
4111	WDD Morale	Monthly	76%	82	100	82%
4121	Staff Turnover	Monthly	99%	7	7	100%
4122	Sick Leave Usage	Monthly	30%	90	55	164%
42	Total Training Hours	Monthly	90%	296.5	1560	19%
511	Baldrige Saturation Index	Yearly	20%	5	31	16%
5121	Cycle Time for Adult Exits	Monthly	75%	142	183	78%
5122	Cycle Time for One Source Exits	Monthly	80%	202	274	74%
521	Awards Index	Monthly	100%	1	1	100%
522	Publications	Monthly	90%	9	10	90%
531	Recurring Task Completion Rate	Monthly	70%	4	4	100%
532	Non-recurring Task Completion Rate	Monthly	80%	7	10	70%
61	Regulatory Monitoring Compliance	Monthly	90%	128	128	100%
62	Ethical Perception	Qtr	75%	68	100	68%

**LEGEND:**

On Track
Needs Attention
Under Performing