

**WDA 3 Performance Report Addenda 2 ESD/WSID Policy Measures**

**STAFF TRAINING AND COMPETENCY MEASURES**

State Policy Reference	Policy Name	Council Policy/ Reference Document	Measure	Target	Current Quarter	Annual Cumulative	% of Target Achieved
1009 R.1	Veteran Priority	1009-2	Front line staff trained & demonstrate knowledge	90%	0%	62%	69%
1010 R.1	Front End Services	1010-3	Front line staff trained & demonstrate knowledge	80%	0%	87%	109%
1012	Customer Complaint	1012-1	All partners trained &/or demonstrate working knowledge	100%	0%	83%	83%
1014	Business Services	Regional Plan	Business services staff trained on Basic Business Services	100%	0%	100%	100%
1015	Menu of Services	1015-4	Front line staff trained & demonstrate knowledge	80%	0%	79%	98%
1016	1-Stop Assessment	1016-5	Staff conducting assessment trained in administering and interpreting results	100%	n/a	n/a	

**ASSESSMENT MEASURES**

State Policy Reference	Policy Name	Council Policy/ Reference Document	Measure	Target	Current Quarter	Annual Cumulative	% of Target Achieved
1010 R.1	Front End Services	1010-3	# Staff assisted triage assessments to new customers	tbd	n/a	n/a	
			# Staff assisted triage assessments to returning customers	tbd	n/a	n/a	
1016	1-Stop Assessment	1016-5	# Customers w/ 1:1 service receiving "preliminary" assessment	60%	n/a	n/a	
			# Customers receiving "secondary" assessment	tbd	n/a	n/a	

**PROCESS MEASURES**

State Policy Reference	Policy Name	Council Policy/ Reference Document	Measure	Target	Current Quarter	Annual Cumulative	% of Target Achieved
1009 R.1	Veteran Priority	1009-2	Every customer made aware at point of first contact	100%	100%	100%	100%
			Vet/Eligible spouses provided menu of priority programs/services	100%	100%	100%	100%
1010 R.1	Front End Services	1010-3	Triage documented w/ short SKIES registration	100%	n/a	n/a	
			Customer is able to find what they need easily (Rating out of 5)	4.5	4.5	4.5	100%
1014	Business Services	Regional Plan	Job orders, contacts, services recorded in SKIES	100%	n/a	n/a	

**BUSINESS SERVICES MEASURES**

State Policy Reference	Policy Name	Council Reference Document	Measure	Target	Current Quarter	Annual Cumulative	% of Target Achieved
1014	Business Services	Regional Plan	Job orders match skill base	25%	50%	50%	200%
1014	Business Services	Regional Plan	Job orders match demand occupations	25%	54%	54%	216%